getwell® network

COVID-19 Toolkit

Digital Solutions to Help Respond to a Public Health Crisis

Manage + mitigate the COVID-19 pandemic while helping patients and families better navigate these uncertain times

INSIDE
GetWell Loop
GetWell Rounds+
GetWell Inpatient
GetWell Practice
Benefits + Applications

GetWellNetwork’s suite of solutions can play a critical role in scaling information sharing, guiding patients and easing the burden for your care teams.

TRIAGE
- Guide patients to appropriate actions based on prescreener responses
- Triage patients needing a test, virtual visit or hospitalization

REMOTE PATIENT MONITORING + VIRTUAL SUPPORT
- Scale care team impact with digital care plans
- Intervene at the right time with real-time alerts triggered when health declines
- Reduce non-critical inbound patient communications

ENHANCED COMMUNICATION + EDUCATION
- Scale urgent communication efforts using systemwide in-room broadcasts
- Guide patients through treatment with health education content and care pathways
- Counter misinformation with direct in-room access to CDC or WHO resources

INFECTION PREVENTION + CONTROL
- Reduce exposure risk with proactive education prompts on handwashing, self-quarantining and other best practices
- Assess risk level with COVID-19 preparedness and hand hygiene audits

COVID-19 Clinical Advisory Council

Bringing together the collective expertise + insights of healthcare and health technology experts to connect current and evolving best protocols with the clinical guidance and care plans embedded in our tools.

Karen Drenkard, Ph.D., R.N., NEA-BC, FAAN
The George Washington University School of Nursing

Benson Hsu, M.D., MBA, FAAP, FCCM
Sanford Health
University of South Dakota Sanford School of Medicine

Daniel J. Durand, M.D.
LifeBridge Health
Stanford University School of Medicine

Adam Beck, MHS
LifeBridge Health

LouAnn Bala, MSN, R.N.
GetWellNetwork
COVID-19 Toolkit
The GetWell Loop Experience

getwell | Loop
Digital care management

Remotely manage + monitor COVID-19 populations and mitigate system overload

Scale the impact of care and reduce anxiety with GetWell Loop™ digital COVID-19 care plans that provide patients with trusted resources and access to their care team.

PATIENT BENEFITS
- Self-monitoring + symptom self-management how-tos
- Safe best practices
- Up-to-date informational resources

PROVIDER BENEFITS
- Easy implementation + rapid scaling
- Remote patient monitoring + real-time alerts to escalating symptoms
- Triage process for prioritizing testing, virtual visits or hospitalization
- Inbound call reduction
- Broad-scale communication platform

COVID-19 CARE PLANS
GetWell Loop’s library of 170+ digital care plans now includes:

Active Symptom or Exposure Loop*
(14-day care plan)

Self-Monitoring Loop**
(14-day care plan)

Developed in collaboration with Froedtert + the Medical College of Wisconsin, The George Washington University School of Nursing, LifeBridge Health and University of South Dakota Sanford School of Medicine

Based on U.S. Centers for Disease Control + World Health Organization guidelines

*Version 1 available March 30, 2020
**Version 2 available March 30, 2020; one-way Loop. Version 3 available April 13, 2020 or sooner; one-way and two-way Loop options
COVID-19 Toolkit
The GetWell Inpatient Experience

getwell | Inpatient
Digital, scalable and personalized experiences

Empower patients to learn the signs, symptoms + best practices for preventing spread of the virus

COMMUNITY AWARENESS
• Provide direct link from promotional space to public health information + guidelines such as CDC and WHO sites
• Broadcast messages to patients in real time with custom, systemwide or localized content

INFECTION PREVENTION
• Deliver video education + on-screen reminders for hand hygiene and other infection-control best practices
• Limit in-room peripheral devices with the GetWell Remote™ mobile app that pairs patient smartphones with in-room TVs

CRITICAL COMMUNICATION
• Communicate vital information + precautions with GetWell Signal™, an interactive digital panel mounted at point of room entry
• Upload CDC-approved guidelines on personal protective equipment requirements
COVID-19 Toolkit
The GetWell Rounds+ Experience

getwell | Rounds+
Digital rounding + customizable surveys

Rapidly assess your organization’s readiness for a public health crisis with real-time data

Developed by SreyRam Kuy, M.D., M.H.S., F.A.C.S., an Aspen Institute Health Innovator, the Kuy COVID-19 Preparedness Assessment Tool, facilitated by GetWell Rounds+™, helps organizations and communities quickly gauge their preparedness for COVID-19 and identify areas of weakness for future strategic targeting.

- Access via scannable QR code or URL link
- 2-3 minute completion time
- Simple “yes” or “no” questions
- Scorecard provides immediate feedback
- Export to Excel or PDF

HEALTHCARE + BUSINESS VERSIONS
Both based on Centers for Disease Control resources, the easy-to-use survey tools can be quickly deployed across a healthcare system, community or business.

Available at no cost with or without a GetWell Rounds+ subscription.
COVID-19 Toolkit
The GetWell Practice Experience

getwell | Practice
Digital patient onboarding + retention

Scale staff availability + reduce exposure risks with symptom-screening questions

The GetWell Practice™ Symptom Screener offers first-level screening. Symptom screening questions allow staff to identify at-risk patients and address urgently.

Available from home or onsite, the pre-screener helps reduce overcrowding in waiting rooms and decreases the potential for exposure in packed physician offices and urgent care clinics.

- Prompts guide patients through a series of questions
- If symptomatic, staff are alerted, the iPad locks and routes patients to front desk
- There, the care team can triage and conduct secondary screening as needed
- Pre-registration patients that screen positive are encouraged to stay home and coordinate care and next steps by phone
- Reporting capabilities include tracking patients that screen positive
GetWellNetwork’s interactive solutions engage patients and families, empower clinicians and deliver outcomes that matter. The global digital health company has been helping to unite providers and patients as partners in the healthcare journey for 20 years.

From inpatient to outpatient, our comprehensive cross-continuum platform bridges care settings to create a seamless experience for patients and their families.

For information on deploying a GetWellNetwork COVID-19 solution, contact your client services manager or contact us at covid19help@getwellnetwork.com.