



# COVID-19 Digital Care Plans


## WHAT IS GETWELL LOOP?


GetWell Loop™ is a digital care management solution that allows care teams to engage all patients across different episodes of care through automated virtual check-ins. By sending and collecting the right information at the right time, our solution identifies patients in real time who need help. Care teams are able to reach more patients and proactively intervene before costs and complications escalate, and patients feel like their care team is with them every step of the way.

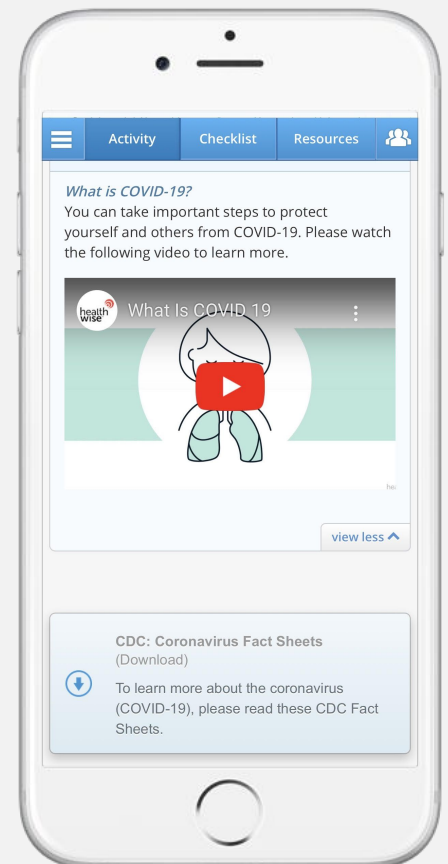
- Focus care teams on the right patient at the right time
- Automatically deliver daily touch points for each patient
- Receive actionable data that provides a real-time window into the patient
- Reach more patients without adding staff and allow teams to manage by exception
- Increase revenue and reimbursement payments
- Drive positive provider reviews and ratings

## INTRODUCING COVID-19 DIGITAL CARE PLANS

GetWell Loop has a library of 170+ digital care plans covering both procedural episodes and chronic conditions. We are pleased to now offer COVID-19 care plans developed in collaboration with Froedtert & the Medical College of Wisconsin, The George Washington University School of Nursing, LifeBridge Health and Sanford School of Medicine, USD. These care plans have been developed and will be maintained based on information and guidelines provided by the Centers for Disease Control (CDC) and World Health Organization (WHO). They are designed to mitigate health system overload by facilitating proactive communication, remote monitoring and responsive guidelines. Leading organizations across the country are deploying the following care plans:

 **COVID-19 Active Symptom or Exposure Loop\*** (14-day care plan)

 **COVID-19 Self-Monitoring Loop\*\*** (14-day care plan)



\*Version 1 will be available March 30, 2020

\*\*Version 2 will be available March 30, 2020 and is a one-way Loop. Version 3 will be available on April 13, 2020 or sooner and will include both a one-way and two-way Loop option

# COVID-19 DIGITAL CARE PLANS

Mitigate capacity overload through self-monitoring and automatic identification of patients in need of intervention.

## COVID-19 Active Symptom or Exposure Loop

14-day care plan

Designed for patients with active symptoms or known exposure to individual(s) who have tested positive. Patients are prompted with up-to-date instructions for self-quarantine and symptom reporting and guided on interactions with providers to determine if clinical intervention is required. Providers can manage and monitor their current panel of patients remotely, triage resources to patients in highest need and keep people at home unless a physical visit or test is required.

## COVID-19 Self-Monitoring Loop

14-day care plan

Designed for the “worried well” or lower-risk populations (patients with no symptoms or no known exposure). Patients can follow the latest clinical and social distancing guidelines, self-monitor for symptoms and understand what to do and who to contact if symptoms appear. Providers will be able to offer branded, accurate, up-to-date clinical guidance and instructions to target populations, monitor self-reported outcomes trends and keep people at home unless a physical interaction or test is required.

## HOW CAN GETWELL LOOP HELP WITH COVID-19 POPULATIONS?

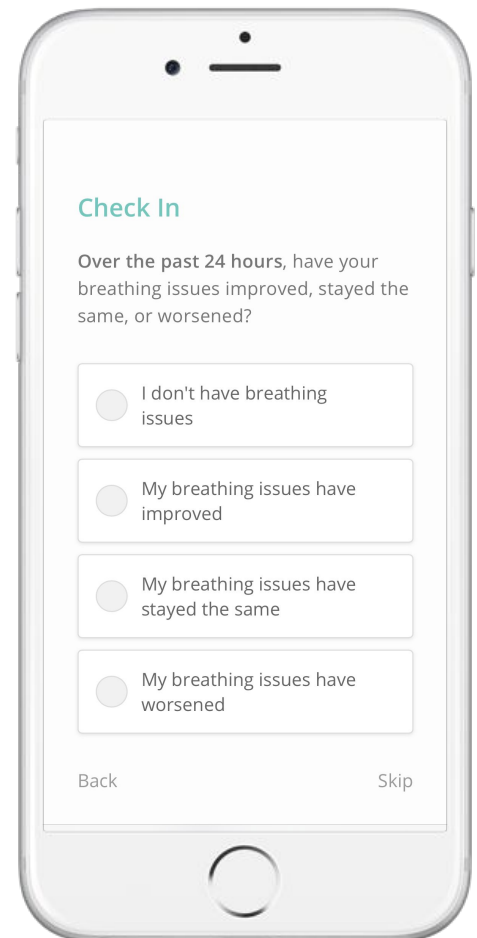
Healthcare organizations can enroll patients onto the relevant COVID-19 care plan using GetWell Loop’s clinician interface. Patients will then receive an email inviting them to activate their Loop.

### For Patients

- Helps to reduce anxiety through use of empathetic language, providing a trusted source of information and making patients feel like their care team is with them during a stressful time
- Educates them on how to self-monitor and self-manage symptoms
- Recommends safe practices for patients and their families such as quarantine
- Provides them with updates and resources on COVID-19
- Reports symptoms to their care team in real time (e.g., breathing difficulty, worsening fever) and communicates questions or concerns

### For Providers

- Scale the impact of the care team through remote patient monitoring
- Receive real-time alerts when symptoms worsen
- Triage patients who need testing, a virtual visit or hospitalization
- Reduce unnecessary inbound calls from patients
- Offer a communication platform that is able to reach a large number of impacted patients
- Capture appropriate documentation to support reimbursement



Example COVID-19 check-in