

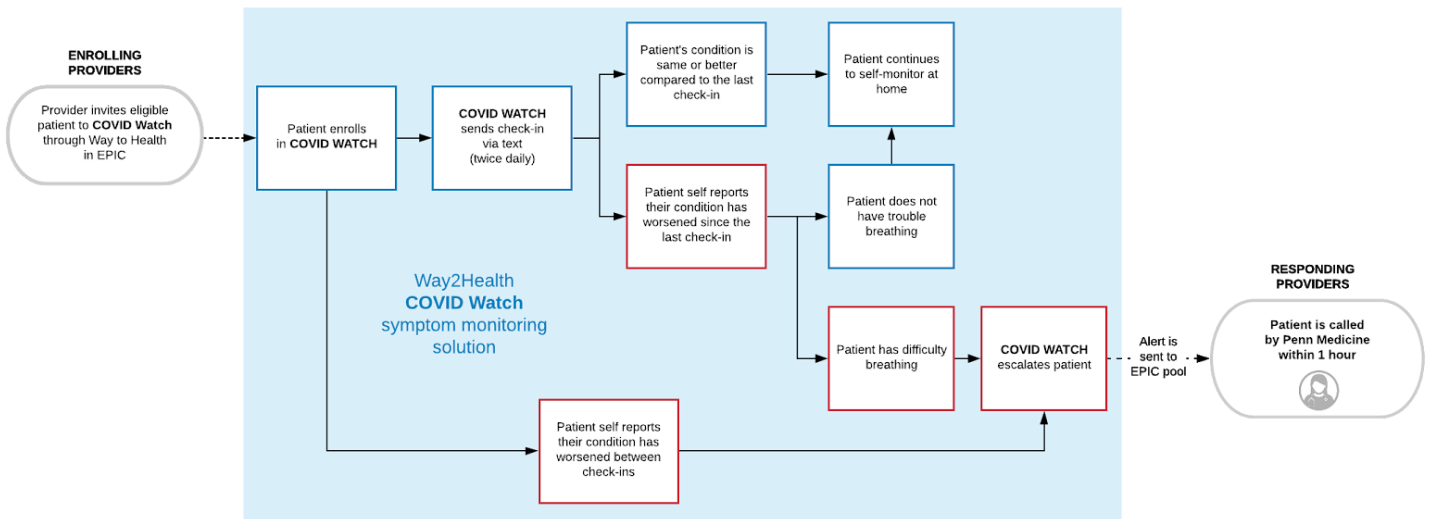
# COVID Watch - Patient Enrollment FAQ

Updated June 25, 2020

## What is COVID Watch?

This is a PennMedicine home symptom monitoring program for patients who are self-isolating at home. It automatically checks in with enrolled COVID-19 positive or symptomatic patients twice a day for 14 days via SMS text. If a patient reports severe dyspnea during this time, they will be escalated to an RN pool. RN will triage to ED, urgent (within 1 hour) evaluation by on-call MD, or back to PCP (or PMOD if no PCP) for non-urgent evaluation.

## What does the escalation pathway look like?



## Why should I enroll my patients into COVID Watch?

With daily monitoring, COVID Watch can help quickly identify and facilitate escalations of patients with symptoms concerning for hypoxemia and/or severe pulmonary distress, while reducing ED volume of less concerning patients with mild symptoms who do not require hospitalization.

## Who should I enroll into COVID Watch?

Patients have tested COVID-19 positive (symptomatic or asymptomatic), are COVID-pending, or have significant respiratory symptoms concerning for COVID-19. In general, providers can refer to COVID Watch at the time when a test is ordered. Given the current low sensitivity of COVID testing, a negative test does not necessarily indicate true negative status.

## How do I enroll patients into COVID Watch?

[Ambulatory setting: COVID Watch enrollment 1-pager](#)

[From the ED: COVID Watch enrollment 1-pager](#)

## What about patients who need an in-person assessment?

COVID Watch is currently only available for home-dwelling patients with cell phones that can send and receive texts. If a patient is unable to text, needs home health care, or requires pulse oximetry due to advanced lung or cardiac disease, they should be referred to Penn Medicine Home Health (via PennChart). Home care can evaluate the patient within 24-36 hrs, get vital signs, leave home monitoring equipment (e.g. pulse ox), and can follow-up with a more intensive home monitoring program.

## Who responds to escalations in COVID Watch?

If a patient reports that their breathing has become difficult through COVID Watch, an escalation notice is sent within PennChart to a dedicated group of nurses. The RN will call and triage patients within an hour of the escalation and refer them directly to an ED, for urgent follow-up with an appointment with Penn Medicine on Demand, or to their PCP for non-urgent follow-up. Patients without a usual source of care will be referred to Penn Medicine on Demand. The RNs are backed up by an on call APP and MD for any urgent issues, day or night.

## Is COVID Watch in Spanish?

Yes, COVID Watch is available in Spanish, which can be selected during enrollment via the Way to Health embed in Epic. Escalation calls with nurses will be conducted with the help of a translator.

## What is the script for enrolling patients into COVID Watch?

*We can enroll you into our “COVID Watch” program for the next 14 days. This program will help monitor your symptoms and assist you if your symptoms get more serious. We will text you twice a day to quickly check in. If your symptoms make breathing difficult, a nurse will call you. If your symptoms get worse, you can also text “WORSE” to request a check-in at any time.*

*This service does not replace 911. If you ever reach a point where you feel you need to call 911, you should do so.*

*Is this a program you would like to be a part of?*

*Can you confirm XXX-XXX-XXXX is your cell phone, and that it can receive text messages?*

*Is there a Penn Medicine doctor (like a primary care doctor or other doctor who you know well), who you would like us to notify if you do talk with a nurse in this program?*

### Instructions

- If YES, patient has a cell phone
  - ◆ Enroll patient into **COVID Watch**
- If NO, patient does not have a cell phone
  - ◆ Patient cannot be enrolled into the COVID Watch program
  - ◆ Reinforce to patients that they should contact their PCP with non-urgent issues and call 911 if severe SOB or for emergencies.

## **What SmartPhrases should I use for documenting COVID Watch enrollments?**

*Documentation of encounter is crucial to ensure accurate tracking of the program and reporting.*

**.COVIDWATCHDECLINED** documents patient declining enrollment into the program.

**.COVIDWATCHENROLL** documents verbal agreement to be enrolled, and patient's COVID status and current symptoms.