

## COVID WATCH

*Designed by the Center for Health Care Innovation; Powered by Way to Health*

### TARGET PATIENTS

For suspected or confirmed COVID-19+ patients who are stable at home and are able to read and respond to text messages in English or Spanish.

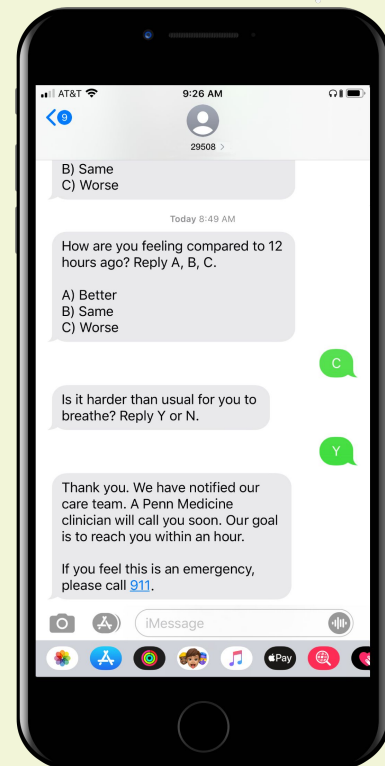
Do **NOT** enroll patients if actively monitored by Penn Medicine Home Health, Penn Home Palliative Care, Penn Medicine Hospice, or are in a Skilled Nursing Facility.

*Special Populations:*

- If the patient is pregnant, she can be enrolled in Pregnancy Watch at the place where she gets her prenatal care.
- If the patient has cancer, the team should contact his or her Oncologist. If they have an oncologist at PCAM, their Oncologist can enroll them in Cancer Covid Watch.

### PROGRAM OVERVIEW

1. Enroll via PennChart; patients will receive text within 1 minute of enrollment. They need to opt-in by replying "Y" to initial text.
2. Program texts patients twice daily: "Are you better, worse, or the same?" If patient selects worse and endorses dyspnea → triggers RN call with escalation pathway to PCP, PMOD APP, or ED as clinically indicated.
3. Patients can contact system 24 hours a day by texting the word "WORSE"
4. There is no active clinical outreach. The patient must be able to respond to text message in order to obtain RN support.



### IMPORTANT

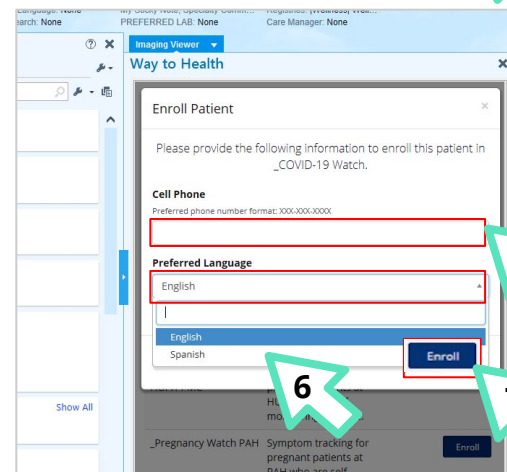
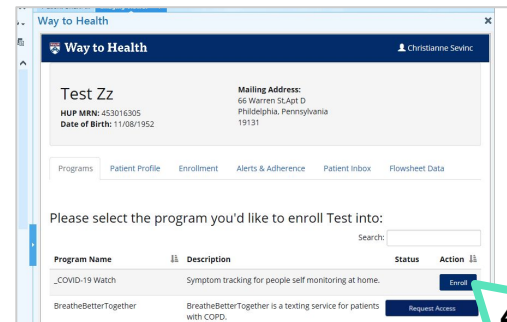
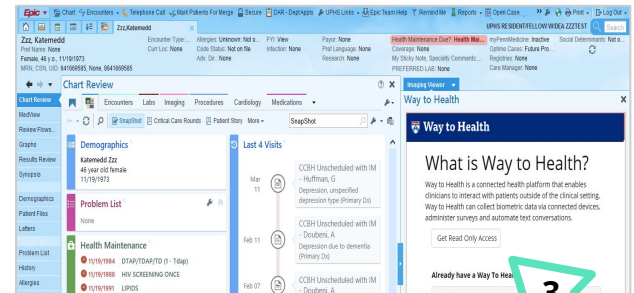
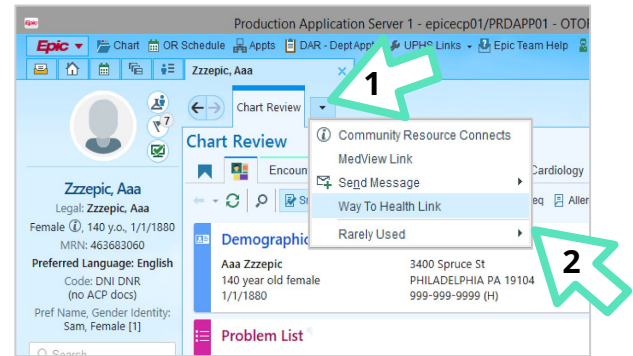
- Only enroll patients in **ONE** COVID-19 home monitoring program. To unenroll a patient for any reason, click "Unenroll" (see page 3)
- If a patient is admitted to the hospital, their COVID Watch messages will be "silenced" while admitted. Messages will resume once they are discharged.
- At the end of the 14-day monitoring period, patients will receive an option to extend the program for 7 days. They can indicate this via text message.
- For any additional questions, email [w2hsupport@pennmedicine.upenn.edu](mailto:w2hsupport@pennmedicine.upenn.edu)

# COVID Watch Enrollment Instructions

SMS text-based symptom tracking for people self monitoring at home.

The program checks-in with patients **twice a day** via automated SMS text, assessing predominantly for symptoms of dyspnea. Patients reporting **worsening** dyspnea are called by an RN or MD for evaluation within an hour, with subsequent referral to (1) the ED, (2) urgent telemedicine evaluation by on-call MD or Penn Medicine OnDemand, or (3) referral back to their PCP or usual source of care for non-urgent evaluation.

- From patient chart, click "▼" next to the Chart Review tab
- Click "Way to Health Link" Way to Health will show up as an embed
- If this is the first time accessing, click "Get Read Only Access" You do **not** need to login This step is only required one time
- Click "Enroll" next to "COVID WATCH."
- Verify** the patient's mobile phone number to receive texts. Update if needed.  
**Note:** This pulls in the number from PennChart. Updating here does NOT update PennChart.
- Verify** patient's preferred language. If Spanish, select from the dropdown.
- Click "Enroll."



## FINAL STEP

Once "Enroll" is clicked, ensure patient receives initial text within 1-2 min. **PATIENT** responds **Y** via text. **PROVIDER** documents **.covidwatchenroll**

# Tip Sheet for COVID Watch and Related Programs

Guide for Way to Health (W2H) monitoring programs related to COVID.

## How do I tell if a patient is enrolled in a COVID remote monitoring program?

1. Check the **banner**  
(or navigate to the embed)
2. Select the **"Programs"** tab in the Way to Health embed
3. Check **"Status"** column

**"Started"**: indicates currently enrolled

**"Finished"**: indicates patient opted out of messages or completed the program

Programs Patient Profile Enrollment Alerts & Adherence Patient Inbox Flowsheet Data

Please select the program you'd like to enroll Colleen into:

Program Name	Description	Status	Action
_COVID-19 Watch	Symptom tracking for people self monitoring at home.		Enroll
_Pregnancy Watch/PAH	Symptom tracking for pregnant patients at PAH who are self monitoring at home.		Enroll
_Pregnancy Watch/Princeton	Symptom tracking for pregnant patients at Princeton who are self monitoring at home.		Enroll
Cancer COVID-19 Watch	Symptom tracking for cancer patients self monitoring at home.		Enroll
_Pregnancy Watch/HUP	Symptom tracking for pregnant patients at HUP who are self monitoring at home.	Started 4/26/2020 pres	Enroll

## How do I check if a patient is receiving texts?

1. Click the **"Patient Inbox"** tab in the Way to Health embed
2. Select program of interest if multiple listed
3. Scroll to review the conversation

**If not updating**, refresh the screen, by closing and reopening the embed

Alerts & Adherence Patient Inbox Flowsheet Data

Improving Patient Experience

\_Pregnancy Watch/HUP

SMS Inbox

All texts are displayed in the current time zone: Eastern Time

Would you like us to check in with you daily to see how you are feeling? Reply Y if you agree. Reply N if you do not want to be supported by this Penn Medicine program.

Y  
N

7:24 PM

We will check in twice a day for 14 days. If you feel bad between check-ins, text.

## How do I un-enroll a patient?

1. Patients can be un-enrolled by selecting **"Unenroll"**

Status	Action
Started 5/13/2020 - 6/4/2020	Unenroll

**Have questions?** Email [w2hsupport@penntmedicine.upenn.edu](mailto:w2hsupport@penntmedicine.upenn.edu).