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.

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

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.
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. Patients can remain in the program for up to 21 days and can opt out at any time.

1. From patient chart, click “More.”
2. Click “Way to Health Link”. Way to Health will show up as an embed.
3. 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)
4. Click “Enroll” next to “COVID WATCH.”
5. 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.
6. Verify patient’s preferred language. If Spanish, select from the dropdown.
7. 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
COVID-19 Watch and Pulse Tip Sheet
Guide for Way to Health (W2H) monitoring programs related to COVID.

How do I tell if the patient is enrolled in a COVID Watch/Pulse Program?

1. Check the **banner** (or navigate to the embed)
2. Select the **“Programs”** tab
3. Check **“Status”** column
   - **“Started”**: indicates currently enrolled
   - **“Finished”**: indicates patient opted out of messages or completed the program

How do I check if a patient is receiving texts?

1. Click the **“Patient Inbox”** tab
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

How do I un-enroll a patient?

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

Additional questions? Email w2hsupport@pennmedicine.upenn.edu.