



## COVID-19 Rapid Assessment Tool

### Summary

As a result of the COVID 19 pandemic, health systems across the country are quickly becoming overwhelmed with patient inquiries related to the virus. With the rapid spread of the virus and general uneasiness about contagion, it has become increasingly difficult to distinguish between patients that may have been exposed and experiencing symptoms from those that are unaffected at that point in time. Regardless, it is critical for providers to deliver accurate, up-to-date information to patients about what to do next, and more importantly, whether to get tested, seek care, or self-quarantine.

In response to this crisis, our engineers, doctors, and designers have been working diligently to enhance our decision support platform with tools specifically designed to assist in patient triage and routing and alleviate some of the pressures of responding for clinics, health systems, and government agencies. Our solution is a **web-based, easy-to-use COVID-19 Rapid Assessment Tool** purpose-built to quickly collect patient information and risk factors; enabling providers to deliver timely instructions and guidance based on each patient's unique situation.

### How it Works

To maximize simplicity and effectiveness, our approach utilizes an asynchronous model to gather patient information and a provider-initiated response protocol. The entire process can be summarized in three steps:

- **Step 1 – Collect Patient information.** It is vital that we do not inhibit a patient in any way from conducting the assessment, so we have forgone a registration process, opting only to collect the patient's zip code and phone number to establish the line of communication.
- **Step 2 – Exposure & Risk Factors.** The questions asked in this step mirror that of the CDC protocol. Examples include common symptoms as well as determining if a patient has travelled internationally, visited heavily affected regions, or had contact with someone who has a confirmed case of the virus. Patients also provide socioeconomic and demographic information that can help health providers assess their risk of factors; this includes age, occupation, living situation, and pre-existing health conditions.
- **Step 3 –Assessment, Triage, & Routing.** Based on patient inputs, the system would instruct the patient that their case is under review or suggest that they do not appear to have been exposed to the virus. In cases requiring intervention, the provider would review the information and determine the next course of action; e.g.: self-quarantine, scheduling for testing, or routing to the nearest care location for more immediate attention.

### Benefits

This asynchronous approach has several clearly defined benefits.

- COVID-19 testing can be strategically focused in the context of limited resources and availability.
- Patients can be triaged at scale, while taking a multitude of medical, socioeconomic, geographic, and demographic factors into account.
- The platform enables mass dissemination of patient-specific guidance.

- Data related to the spread of the virus and the characteristics of the affected populations are captured automatically and can be analyzed and shared.

### **Bend, Don't Break**

Every day, new challenges from this crisis are arising. We are committed to being your technology partner in this time of need: making adjustments and product enhancements as new information comes to light, rapidly developing and launching new solutions, and ensuring everyone gets the care they need.

### **For More Information**

We begin each engagement with a thorough yet expedited due diligence and discovery meeting. We want to make sure we understand your workflows and thresholds to deliver care. From there, we can begin to execute on a delivery timeline.

If you are interested in learning more about this solution, please contact us directly.

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