

COVID-19

Symptom Monitoring and Virtual Care Program

A Coordinated Approach for Worker
Wellbeing and Safety

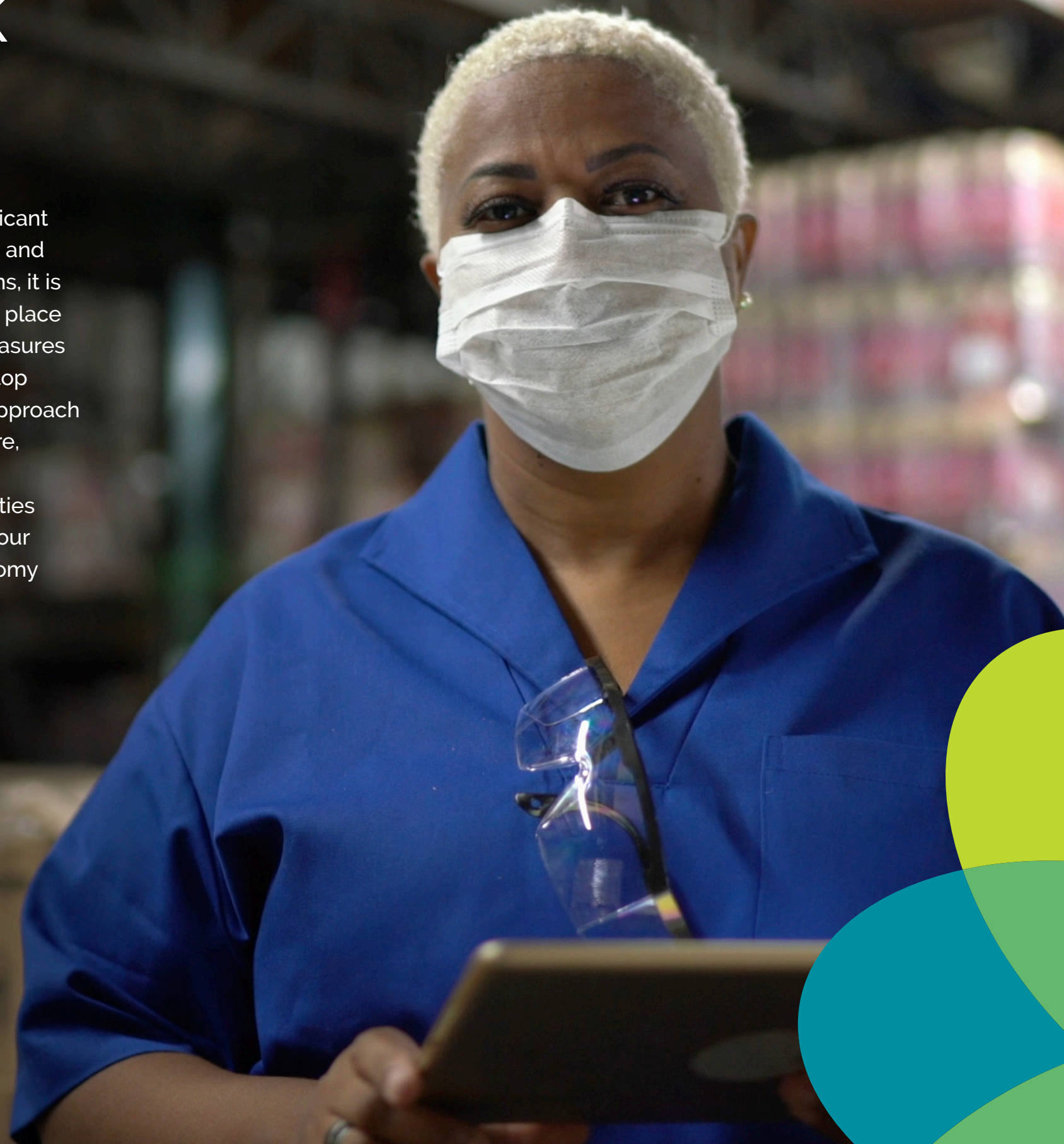
Getting Back to Business

The COVID-19 Pandemic may be the most significant public health challenge of our lifetimes. As state and local governments continue to modify restrictions, it is important for business owners/leaders to put in place measures to keep Americans safe, including measures to protect employee and customer safety. Your top priority might be on developing a coordinated approach to employee wellbeing and safety. ChristianaCare, one of the country's most dynamic health care organizations, can help you create trust as activities resume, which will ultimately spur demand for your product or service and help invigorate the economy

Worker Wellbeing and Safety

No doubt about it. You need a coordinated approach to employee wellbeing and safety. You're faced with questions such as:

- What are the recommended health screening tools?
- Who should be tested and at what frequency?



ChristianaCare's COVID-19 Symptom Monitoring and Virtual Care Program

To help America work safely as restrictions continue to change from the coronavirus COVID-19 pandemic, ChristianaCare has developed a new virtual telehealth service for businesses and employers that provides daily monitoring of employees for COVID-19 symptoms, an option for virtual care, testing, if needed, and care for employees who test positive.

The COVID-19 Symptom Monitoring and Virtual Care Program is designed to increase safety and ease anxiety in the workplace by effectively monitoring employees' health. For employees, it offers the convenience of access to a registered nurse to discuss their symptoms and the opportunity for a tele-visit with a provider.

The program relies on ChristianaCare's Center for Virtual Health and its COVID-19 Virtual Practice and a daily, secure text messaging platform.

THE PROGRAM OFFERS PEACE OF MIND BY:

- Monitoring employee symptoms and overall wellbeing
- Having access to a care team
- Easing workplace anxiety

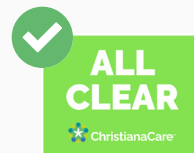
Monitoring Employee *wellbeing*

Daily symptom monitoring is the hallmark of our program. Here's how it works:

Prior to the start of work each day, employees receive a text message with a screening question related to COVID-19 symptoms. The text asks one question:

Do you have any of the following? Fever, New cough, New shortness of breath, New sore throat, Other new atypical symptom(s): for example: vomiting, diarrhea, loss of taste/smell, body aches.

Please note: questions are updated as new information reveals pertinent symptoms.



If employees indicate they have no symptoms, they receive an "All Clear" text and report to work.

If employees indicate that they have developed symptoms, they will receive a "Not Clear" message and will be assessed further.



Typically, a Registered Nurse will respond within a few minutes of a "Not Clear" alert during regular business hours (8 am to 7 pm EST).

If the nurse identifies positive coronavirus symptoms, employees are urged to see a provider in ChristianaCare's COVID-19 Virtual Practice through a telehealth visit or visit their own Primary Care Provider. The Virtual Practice on call provider is available to patients 24 hours a day, 7 days a week.

Employees choosing the COVID-19 Virtual Practice, may be sent for a test. If the test is positive and they have symptoms of coronavirus, the practice will monitor them each day to make sure they are improving or if they need any additional support to manage their illness. If symptoms progress, the practice will schedule another tele-visit.





Having Access to the Care Team

ChristianaCare's caregivers have been working with COVID-19 positive patients since the onset of the pandemic. More than ever, our team understands the fear and anxiety this process can create. We are well-positioned to focus on the complete wellbeing of your employees, including their mental health.

Through secure texting, employees who have received a "Not Clear" alert can engage with a health care provider for any additional questions they may have. Monday — Friday, 8 a.m. – 7 p.m. EST

Easing Workplace Anxiety

Employees will have access to expert care from ChristianaCare's COVID-19 Virtual Practice from the convenience of their own home. They are also able to use their own Primary Care Provider for follow-up care. As determined by a clinical provider, convenient and secure testing options are available, along with guidance on what to expect during the testing process.

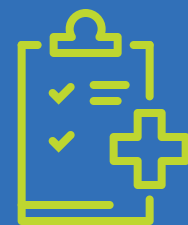


"The COVID-19 pandemic has accelerated ChristianaCare's digital and virtual transformation in ways we could never have imagined" said Sharon Anderson, RN, BSN, MS, FACHE, Chief Virtual Health Officer at ChristianaCare. "By using the COVID-19 Symptom Monitoring and Testing Program, employers can take a proactive, responsible step to ensure the wellbeing of their workforce and partner with a trusted health care team that has successfully monitored patients remotely for many years."



Program Benefits

This program can be the foundation for you to help build confidence among employees and consumers. The program also enables you to remain alert during a health crisis that is constantly changing.



Following these consistent guidelines will provide clarity to employers that operate across multiple states, preventing inefficiencies that would result from diverse and potentially conflicting rules.

“Since the pandemic, the COVID-19 Virtual Practice and the Center for Virtual Health team have provided invaluable support to patients, especially those who may not need hospitalization, but need monitoring at home to ensure they are managing their symptoms appropriately,” said Sarah Schenck, M.D., medical director of the COVID-19 Virtual Practice

Proven Success

The COVID-19 Virtual Practice began mid-March 2020 within ChristianaCare's Center for Virtual Health. At present, the practice has conducted more than 7,926 virtual visits with more than 6,549 patients. Businesses throughout several states are using the COVID-19 Symptom Monitoring and Testing Program for Employees. These companies range from construction and transportation firms to health care facilities and nursing homes

“This partnership has been truly amazing,” said Brian DiSabatino, chief executive officer of EDiS Company, a construction management company headquartered in Wilmington, Del. “We have approximately 80 employees who are managing hundreds of tradespeople over dozens of sites. The implications for shut-downs due to COVID-19 are massive. We sought out a partnership with ChristianaCare to control the one area of risk we could control – the decision to come to work healthy. We think we are dramatically eliminating the potential for spread of the disease.”

Program Costs & Other Details

Investing in the program fulfills a critical component of your organization's employee safety management plan. For pricing for the Symptom Monitoring platform, visit christianacare.org/employers to submit an inquiry.

Billing arrangements for provider virtual visits and COVID-19 testing done at a ChristianaCare testing site can be made directly between ChristianaCare and the employee, utilizing the employee's insurance plan, or direct-billed to the employer as preferred.

This program is primarily managed with the use of a smart device. If employees do not have one, arrangements can be made.

For non-English speaking employees, arrangements can be made for other languages.

Together we will continue moving forward for a different, yet stronger tomorrow.

ChristianaCare is a source of trust and health care intelligence in a changing world. Contact us today to learn more about this program. Visit [ChristianaCare.org/employers](https://www.christianacare.org/employers) to learn more.

As always, ChristianaCare continues to follow guidance provided by the Centers for Disease Control and the World Health Organization. This guidance along with evidence-based science will continue to be the foundation for our program. We will review and revise the program as needed as we learn more about the practical applications of these measures and of other best practices for employee and customer safety.



About ChristianaCare

Headquartered in Wilmington, Delaware, ChristianaCare is one of the country's most dynamic health care organizations, centered on improving health outcomes, making high-quality care more accessible and lowering health care costs. ChristianaCare includes an extensive network of outpatient services, home health care, medical aid units, three hospitals (1,299 beds), a Level I trauma center and a Level III neonatal intensive care unit, a comprehensive stroke center and regional centers of excellence in heart and vascular care, cancer care and women's health. It also includes the pioneering Gene Editing Institute and was rated by IDG Computerworld as one of the nation's Best Places to Work in IT. ChristianaCare is a nonprofit teaching health system with more than 260 residents and fellows. We are continually ranked by U.S. News & World Report as a Best Hospital. With our unique CareVio data-powered care coordination service and a focus on population health and value-based care, ChristianaCare is shaping the future of health care. Learn how we deliver greater quality and value at <https://christianacare.org>.