ED Guidance Brief
Stay-At-Home Symptom Monitoring Program

Overview of the Program:

Patients discharged home with **potential, suspected, or confirmed** COVID-19 infection are eligible to sign up to receive **daily or twice daily text messages** as part of a new "Stay-At-Home Symptom Monitoring Program." Patients whose breathing worsens trigger an alert for a **provider callback**.

Patient Request

Patient texts "COVID" (Eng) or "COVIDESP" (Spanish) to 89888.
(Instructions in ED AVS & COVID DC instructions)

Provider Invitation

Provider/RN completes brief invitation webform (Name, DOB, Phone, Language)
(linked at top of Epic in ED context)

SMS weblink

Patient receives invitation message with link to enrollment webform

Do you feel sick? Are you worried you have COVID-19? The Stay-At-Home Symptom Monitoring Program allows you to send text messages each day to doctors at NYC Health + Hospitals. Our medical team will monitor your symptoms and call you if you start to feel worse to help you avoid going to the hospital. Complete your free enrollment here: https://tinyurl.com/sb769dk

Web enrollment

Patient completes webform including contact info, symptoms and risk factors

SMS Monitoring

Based on presence/absence of dyspnea, patient receives symptom checks by SMS message once or twice daily

Good afternoon, how is your breathing compared to normal?

Reply 1 if About the same
Reply 2 if A little worse
Reply 3 if Much worse

1x Daily

Good morning. How is your breathing today?

Reply 1 if your breathing feels normal for you
Reply 2 if you have difficulty breathing only when walking or doing housework
Reply 3 if you have difficulty breathing while sitting or at rest

How is your breathing compared to yesterday evening?

Reply 1 if improving
Reply 2 if about the same
Reply 3 if a little worse
Reply 4 if a lot worse

This morning, how often have you felt short of breath?

Reply 1 if sometimes
Reply 2 if most of the time
Reply 3 if all of the time

2x Daily

Callback Alert

Worsening breathing triggers a provider to call patient back.

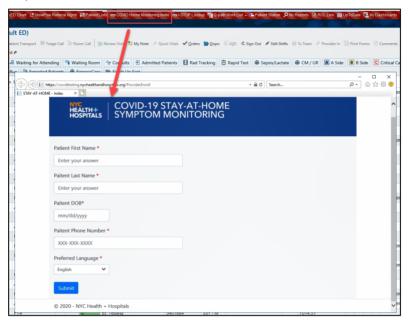Higher-risk patients have an earlier trigger for callback.

Completion

Patients monitored by SMS or phone call for until they improve or need hospitalization.

How Providers Can Invite Patients to Enroll?

- The "COVID Home Monitoring Invite" link in the Epic Toolbar (ED Context) opens the Invitation form. After submission, patients will receive an SMS invitation with an invitation to the enrollment webform.

What information is provided for patients on their Discharge instructions?

- Instructions on how to enroll are provided in the (a) Discharge AVS, (b) DOH COVID discharge care note, and (c) ".COVID" smartphrase.

What information is gathered on the webform?

- Patients enter personal demographic and contact information, current symptoms at the time of enrollment, and risk factors including comorbidities.
- Based on this information, patients are classified (internally) as **high-, medium-, or low-risk**.

How are patients monitored?

- Patients who report no difficulty breathing at the time of enrollment are monitored **daily** with a **single text message** to determine if they have developed any difficulty breathing.
- Patients who report difficulty breathing at the time of enrollment are monitored **twice daily** with a series of **three text messages** to determine how their breathing is changing, and if it is getting worse.
- Patients can **trigger a provider callback** depending on their responses. The sensitivity of this trigger is higher for patients with higher risk.

What language is this service available?

- English and Spanish currently, with plans to scale to additional languages soon.