

# Yellow Shield, Now What?



## **My badge is YELLOW - What happens next? Testing Guidelines & Procedures - for Parents & Staff**

Thank you for your compliance with the Imhealthytoday daily checker. You received a YELLOW badge and we want you to have an understanding of what happens next and what you can expect. We hope this overview will provide peace and assurance that our school has selected this program to come alongside you, our parents and staff, so that you can make timely decisions about returning to school.

First, let us reiterate that the protocols set forth with Imhealthytoday are not a medical diagnosis program or a treatment solution. The web-based Imhealthytoday program is designed to screen and identify instances of possible exposure or risks specific to COVID-19.

### **Okay, now what exactly does it mean to receive a yellow shield?**

- Together with your child, you have completed the daily checker and received a YELLOW shield. First, do not panic! This does not mean you or your child has COVID-19 or will not be allowed to go to campus. A YELLOW badge indicates that one or more of the questions from the daily checker were answered in a manner that raised some concern for risk of COVID-19. Again, the questions can not confirm you have COVID-19, they simply tell us we may need to dig a little deeper by way of a Telehealth consultation.
- As soon as the daily checker returned a yellow shield result, the program initiated an alert to the Imhealthytoday Team. A Customer Care Representative (CCR) from the IHT team will contact you to discuss your situation.
  - a. The cell phone number in our records (the phone which receives the daily checker) is the phone that will be called for the consultation with the CCR and subsequent medical provider, if needed. Therefore it is very important that you keep that phone handy following your yellow shield result.
    - When the call comes in, you will not recognize it as a known contact, and it could even come in as a “blocked” caller. Please answer these calls. This is not the time to screen your calls.
  - b. The purpose of this call is to review the answers you provided to ensure that (a) they were answered correctly and (b) that a telehealth visit is indeed necessary.
  - c. If the CCR validates with you the accuracy of the yellow shield result, they will coordinate a telehealth visit with a medical provider.

- d. During the telehealth visit, the medical provider will determine your next steps. If a test is recommended, you will receive a follow up call from the CCR to assist in coordinating that test.

**Other pertinent details regarding a yellow shield:**

- There are a few possible outcomes from the call with the Imhealthytoday CCR. If the CCR determines that the YELLOW result was due to an error in answering a question, they can turn your status back to a GREEN shield which will allow for a safe return to school.
- As a parent, you have the option to use your own Primary Care Physician instead of our telehealth services, simply let the Customer Care Representative know your preference when you consult with one another. Please note that there is no charge for the telehealth consultation within the IHT program and is one of the many benefits we provide to our members.
- In the unlikely event you have not heard from a Customer Care Representative within one hour, please call **855-806-3910**. Press 1 for IHTS and then press 3 for Member Services. It is our goal for you to experience a timely telehealth visit so we can either get your child back to school, or initiate the testing process so that you can get results quickly.
- We realize you may have a lot of questions about the COVID testing process, so we have created another detailed document on this topic. **COVID Testing Document**