

# **FAQs: Parent Edition**

Communication, education and compliance with the school and its members is imperative for this program to protect the safety of all. The school administration has chosen to invest in this program for the safety of their entire community. Please review the following frequently asked questions as we believe most of your questions will have already been answered in this document.

## **GENERAL PROGRAM OVERVIEW**

## **COMPONENTS OF THE PROGRAM**

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2. Daily Checker/Telehealth Visit
3. telehealth Visits
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6. Visitor Checker

## **SUPPORT**

## GENERAL PROGRAM OVERVIEW

### **1. What is Imhealthytoday?**

**A:** Imhealthytoday is a Data-Driven & Doctor-Managed program built to support employers and schools as they open or reopen due to COVID-19. Learn More at:

- [www.ImHealthyTodayschools.com](http://www.ImHealthyTodayschools.com) (Schools)
- [www.ImHealthyToday.org](http://www.ImHealthyToday.org) (Employers)

### **2. Who founded Imhealthytoday?**

**A:** Imhealthytoday (IHT) is a joint venture of:

- [1.800MD](http://1.800MD) (MD) based in Charlotte, North Carolina (a leading Telemedicine company)
- [EliteHealth](http://EliteHealth) (EH) based in Miami, Florida (a leading concierge medical practice).

### **3. What makes Imhealthytoday Schools (IHTS) different from the Imhealthytoday (IHT) program?**

**A:** IHTS is tailored specifically to private K-12 schools. IHTS is offered exclusively through Educator-Resources (ER) (A leading Broker/Consultant based in Atlanta, GA) & the ER team has worked diligently to address concerns raised by our schools to ensure the program works for them.

### **4. Who is considered a member?**

**A:** Anyone enrolled in the program, including but not limited to administrators, faculty, staff, janitorial staff or vendors, cafeteria staff or vendors, church staff, students, coaches, after school programs, etc. (REMEMBER: In order for the program to be effective in prevention and controlling the spread of COVID-19, ALL people with daily access to campus must enroll).

### **5. Is the Imhealthytoday program voluntary?**

**A:** No. This program is designed to be mandatory for any person, faculty, staff or student that works on the school campus. This is necessary in order for IHT to be effective in mitigating/controlling a COVID-19 outbreak and to protect the school community at large.

### **6. Will School Administration have any access to “PHI” Personal Health Information of students or faculty through the dashboard?**

**A:** No, the school does not have access to specific medical information for any participant in the program. School officials will only have access to (a) testing results and (b) data relating to who has and has not taken their daily health checker.

### **7. Will the members need to sign an authorization?**

**A:** Yes. An authorization between the member or the member’s parents (if under 18 years of age) and ImHealthyToday Schools will be executed during the initial health check allowing the member’s parent to receive a daily email or text 7 days a week directly from IHT. The information that is received during the initial check and daily checks are maintained within the IHT system accessible exclusively by IHT.

**8. Is the information stored securely?**

**A:** IHT uses the Amazon Web Service encrypted file system where all data and metadata is encrypted at rest using an industry-standard AES-256 encryption algorithm. Encryption and decryption are handled automatically and transparently. We use encryption in transit using Transport Layer Security 1.2 (TLS, formerly called Secure Sockets Layer [SSL]) with an industry-standard AES-256 cipher. TLS is a set of industry-standard cryptographic protocols used for encrypting information that is exchanged over the wire. AES-256 is a 256-bit encryption cipher used for data transmission in TLS. We employ Role Base Access Control (RBAC) grants access based on a user's role and implements key security principles, such as "least privilege" and "separation of privilege." Anyone attempting to access information can only access data that are deemed necessary for their role.

All personal data is processed, in compliance with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and the Health Information Technology for Economic and Clinical Health Act ("HITECH")

**9. What is a COVID Code of Conduct?**

**A:** A written policy on the serious nature of COVID-19 that explains that each person, including staff, student, or parent, has a responsibility to act according to the school's COVID-19 policies and procedures in order to protect the safety of all. A model Code of Conduct is provided for you to review and adapt to your own needs.

## COMPONENTS OF THE PROGRAM

### INITIAL HEALTH CHECKER

**10. When does the member conduct the Initial Checker?**

**A:** When a school enrolls in the program, we recommend a 2-3 week roll-out of activation. The faculty and staff typically begin on campus prior to the students so we activate the staff separate from the students. During the onboarding process, the school along with Imhealthytoday support will determine what these dates will be.

Regardless of the day that activation occurs for the member, the process is the same. On the day designated, an email and a text will be sent to each adult member and each primary parent (one per child member) containing a link to the initial self-checker. The checker will ask baseline questions regarding COVID-19 symptoms or previous COVID-19 conditions as well as potential exposure to other COVID-19 positive individuals. No sensitive data will be gathered, such as medicines taken, existing conditions, etc.

**11. What does the initial checker generate when completed?**

**A:** For each individual that takes the checker, the system will generate a Green badge that clears the person to come into school or a Yellow Badge, where a televisit with a board-certified medical provider is scheduled to help determine if quarantining the person and getting a COVID-19 test is necessary or if the person is cleared for school. Once completed, the school will have a completed baseline of their entire population of who is in quarantine, isolation (COVID-19 positive test) or cleared for school.

**12. Does the initial health checker ask about travel outside the US or to a hotspot?**

**A:** No

## DAILY CHECKER

### **13. When does the member conduct the Daily Checker?**

**A:** Beginning on the first day after initial activation (the first day after they took the Initial Health Checker) and every day after (including weekends and holidays), a reminder text message will be sent to each adult member (staff/faculty) and each primary parent (one per child member) containing a link to the daily self-checker. The checker will contain questions regarding COVID-19 symptoms or previous COVID-19 conditions as well as potential exposure to other COVID-19 positive individuals. No sensitive questions will be asked.

### **14. What time does the daily reminder go out in the morning?**

**A:** The school designates the time during the onboarding process. Our recommendation to schools is to set a time that will allow members to easily incorporate this new program into their daily morning routine.

### **15. Will the parent complete the daily checker during the busy rush of morning routine?**

**A:** Yes, but the daily checker should take no more 30 seconds to complete per child and therefore, should not pose an unnecessary burden to your members.

### **16. Will the member need to re-enter their login information every day?**

**A:** Yes. The member will need to provide their login information each time they access the daily checker. They can save the login information to their phone or device to speed the daily checker process up.

For multi-student households, the parent will need to click the button on the screen showing their first child's badge indicating they have another student they need to complete the checker for. This will automatically log the parent out of the first child's account and open the login screen for them to enter their second student's login information. The parent will repeat this process for each student/member.

### **17. What does the daily checker generate when completed?**

**A:** Using the doctor-designed algorithm based on the results from each member's responses to the Daily Checker questions, the member will receive a color status based on how they answered the questions: GREEN or YELLOW

### **18. What do these statuses mean?**

- **GREEN** - Cleared to return to school. You can show the green phone screen (or a printed copy of the badge) at entry point to campus.
- **YELLOW** - Stay home from school and have your phone ready. An IHT customer care representative will be contacting you to schedule a televisit with a medical provider to determine if you need a COVID-19 test or if you can be cleared to return to school.

### **19. Will the school require a temperature screening upon arrival on campus if the student produced a GREEN light?**

**A:** A decision on this is determined by each school based on their policies and procedures.

**20. What happens if a member receives a YELLOW status?**

**A:** An IHT customer care representative will contact the member within an hour to arrange the telehealth visit, the member needs to keep their phone or email readily available. Please note that the call may come from a phone number that you do not recognize or that has caller ID blocked. Please answer calls from blocked or unrecognized numbers. A telehealth medical provider will contact the member to assess if the member is cleared to return to school or if COVID-19 testing is needed. The IHT customer care representative will change the status of the member based on the telehealth medical providers determination.

**21. What training do the telehealth medical providers undergo in preparation for COVID-19 detection?**

**A:** All of our doctors are board certified, licensed Internal Medicine and Emergency Room Physicians. All physicians are independent providers and are fully credentialed. The credentialing process is performed by a national third party credentialing agency in accordance with the National Committee for Quality Assurance (NCQA) and the Utilization Review Accreditation Committee (URAC) guideline. Credentialing includes a thorough review of medical licensure, training, education, work and malpractice history.

**22. What happens if a member receives a GREEN light, but while on campus in the course of day begins to feel ill?**

**A:** Although the internal procedures a school follows are not within the scope of the IHT program, we recommend that the school follow CDC, state & local health recommendations. This includes having a designated procedure in their COVID-19 safety policy to determine exactly what steps need to be taken. You can prompt the parent to go back into the daily checker (using that day's reminder text) and complete it again to receive a Yellow Shield with the new symptoms.

We recommend the school have a documented procedure on how to respond in this event. The procedure should include directions on keeping the member isolated from the point of concern until leaving campus. The school should consider how to keep the member 6-10 feet away from others and consider developing an internal contact tracing protocol for notifying anyone who may have come in contact with that member.

**23. What does the school need to do if a positive case has been identified?**

**A:** Once IHT knows that a member has received a positive COVID-19 test result, IHT will reach out to the member (or member's parent in the event of student testing positive) and initiate contact tracing protocols. Based on those efforts, additional members may be advised to go into quarantine and get a COVID-19 test. Additionally, the school should respond according to their own policy on contact tracing procedures, if any, to mitigate the spread of the disease within the school.

**24. Are the medical providers available in all time zones?**

**A:** We will have IHT customer care representatives and licensed medical providers available to members in all 50 states. Time zones will not be a concern as the telehealth medical providers operate 24 hours a day seven days a week

## COVID-19 TESTING

### **25. What happens if the medical provider orders a COVID-19 test during a telehealth visit?**

**A:** The IHT customer care representative will contact the member to arrange testing. There are two options:

(Preferred) A home saliva testing kit can be overnighted to the member. Shipping times vary depending on the day and time the test is ordered.

(Optional) Arrange for testing to occur at a local testing location or the member's Primary Health Care provider. Members will be responsible for getting a copy of the test results back to IHT.

### **26. What is the accuracy rate of the saliva testing recommended by IHT?**

**A:** The sensitivity of the saliva test to the presence of SARS-CoV-2 is such that 98% of tests have either a positive or negative result and 2% have an inconclusive result. False positive rates for saliva-based testing are in the 1 - 2% range.

### **27. How does the at-home test work?**

**A:** The test is overnighted to the member. Upon receipt, the member reviews the instructions and will log into a virtual medical waiting room. A medically trained professional will visually observe the testing and instruct the member what to do and how to proceed. The test is then overnighted to the testing lab.

### **28. How does the member get the test results?**

**A:** The laboratory will email the results directly to the member and to IHT.

### **29. What does the member do while waiting for test results?**

**A:** The member should self-quarantine until the results are communicated to them.

### **30. How long does it take to receive the test results?**

**A:** Test results are typically processed upon receipt at the lab within 48 hours and often sooner.

### **31. What happens if a member receives a positive test result?**

**A:** The member is not safe to return to school and must self-isolate. The IHT customer care representative will provide the member with recommendations for self care and guidance on how to self isolate via email. The daily self check will ask specific questions related to the patients symptoms on a daily basis to monitor the members health status.

### **32. Does the member need to go to their primary care physician (PCP) if they receive a positive test?**

**A:** The member will receive a referral to their primary care physician and can make the decision whether to go for an office visit. In most cases with healthy adults and children, they can follow the recommendations for self care. However, if the symptoms get worse, the member needs to make the decision to proceed to their primary care physician or local hospital for treatment.

### **33. How long does the member with a positive test result need to self isolate?**

**A:** It is possible that this advice from the CDC will change over time. Currently the IHT medical providers recommend the self-quarantine last 10 days or until a negative test is achieved.

**34. How much are the COVID-19 tests?**

**A:** Currently the overnight Saliva tests cost \$150. This fee includes the testing kit, a telehealth visit to observe and ensure the test is administered properly, overnight delivery of the test, overnight delivery of the testing kit to the lab and follow up reporting of the results of the test.

**SCHOOL DASHBOARD**

**35. What information does the school have access to regarding the members' initial and daily checker results?**

**A:** IHT designed an administrator/nurse's dashboard where designated school administrators can view member status' in real time in order to maintain a healthy, safe school population. The school can only see the yellow/green/red status of each member and whether a member hasn't completed the daily checker; no personal information is uploaded to the dashboard. Following is a summary of what can be found on the Administrative/Nurse Dashboard:

- # of tests conducted via IHT
- # of COVID-19 tests conducted via IHT
- # of positive COVID-19 results via IHT
- # of negative COVID-19 results via IHT
- # of self reported COVID-19 positive results through checker

**36. What does the school do with members that have not completed a checker?**

**A:** At a time designated by the school, a reminder email will be sent from IHT to any member who has failed to complete the daily checker. Members that have not completed the checker should not be allowed on campus until such time as they receive a GREEN result on that particular day. A list of unauthorized students can be sent by the school to a teacher(s) to ensure the member does not enter class until a GREEN result is returned using the daily checker.

**37. How does the school notify people at risk?**

**A:** We recommend that the school design policies & procedures around using the dashboard information to make decisions on isolating, notifying staff, faculty and family, as well as when to close classes/rooms/campus when a RED case occurs.

**38. What about the siblings of a student who returns a YELLOW or RED result?**

**A:** This will depend on your school's COVID-19 preparedness policies. We do not recommend that siblings of members who receive a YELLOW or RED result be allowed to return to school until all members of the family are GREEN.

**SUPPORT**

**39. Who should I contact if I need assistance with using the IHT program?**

**A:** Your first point of contact is the Imhealthytoday customer service representatives at **(855) 806-3910**.

**40. Who notifies IHT of changes to a members text or email on record?**

**A:** The designated-school administrator identified during onboarding will be the primary contact for any changes between the members and IHT. Changes by parents or staff should be communicated through your school to your IHT account manager.

**41. Can the member contact IHT to update their phone or email?**

**A:** Yes. The member should call the IHT Tech Support Line at **(305) 614-6913** to make updates to text or email information. All other changes must go through the school.

**42. What if the member forgets or loses their login credentials?**

**A:** The member can text or call the IHT Tech Support Line at **(305) 614-6913**.

**43. Will Educator-Resources be available to help assist in any way?**

**A:** Yes. Your Educator-Resources Account Manager, and entire team, will be available to help with unresolved issues that could occur between your school and the IHT account