1 How does Sara Alert send daily symptom reports to monitorees?

Monitorees choose one of four different Preferred Reporting Methods:

E-mailed Web Link
An email with a link to the monitoree's web-based symptom report.

SMS-Texted Weblink
A text message with a link to the monitoree's web-based symptom report.

SMS Text message
A text message that allows the monitoree to report via text.

Telephone Call
A text message with a link to the monitoree's web-based symptom report.

- The system **will not** send messages to monitorees who have the "Unknown" or "Opt-Out" Preferred Reporting Methods selected.
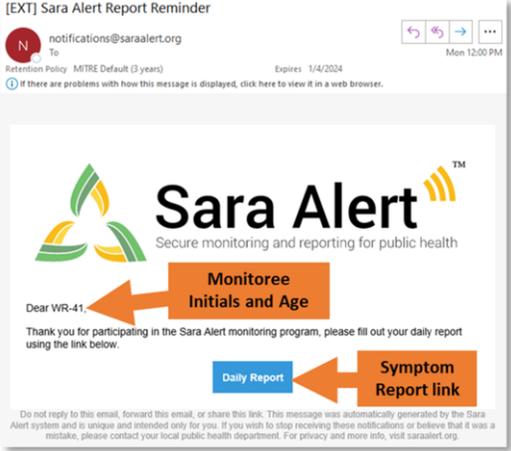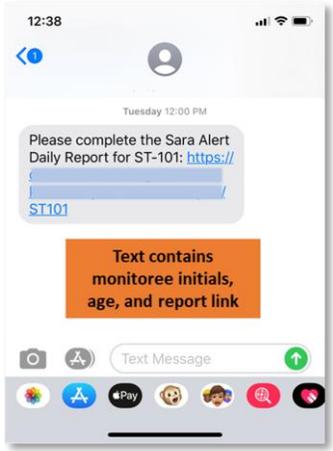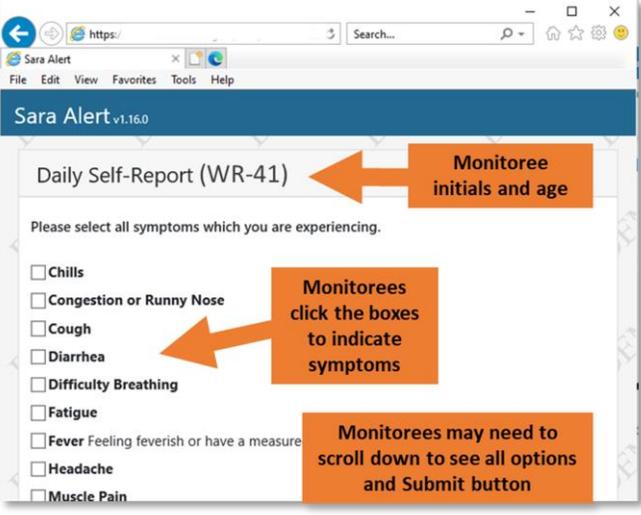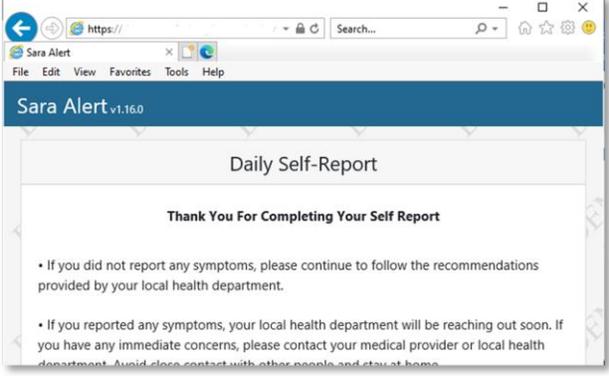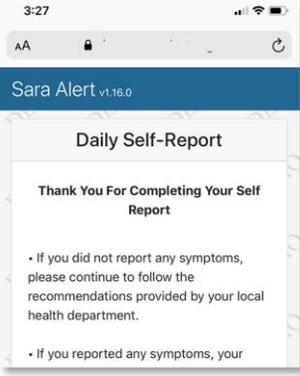
2 How do the reporting methods differ?

The table below provides an overview of the reporting methods:

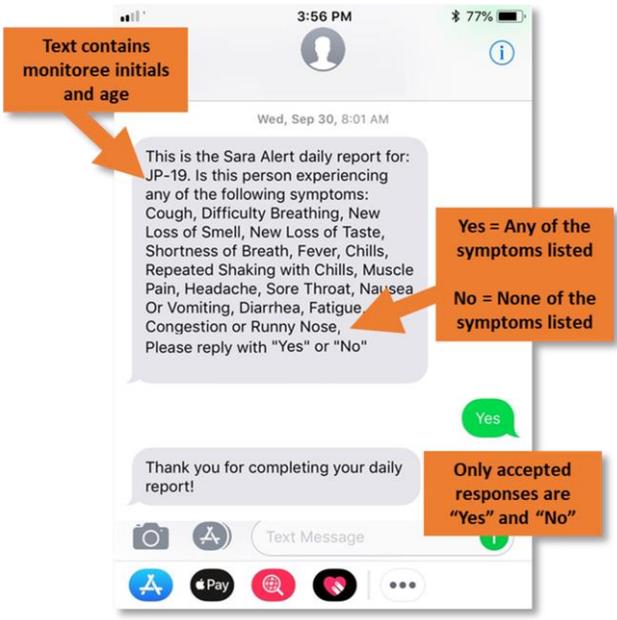| Reporting Method	E-mailed Web Link	SMS-Texted Weblink	SMS Text message	Telephone Call
Is there a welcome message sent on enrollment?	Yes. Sent immediately following enrollment; includes weblink for daily report.	Yes. Sent immediately following enrollment; includes monitoree initials and age, as well as a link to the Sara Alert website/privacy policy.	Yes. Sent immediately following enrollment; includes monitoree initials and age, as well as a link to the Sara Alert website/privacy policy.	No welcome message sent
Reminder Message sent if no response?	No, one daily request sent	No, one daily request sent	No, one daily request sent	Yes, up to once/hour during preferred contact time
How long does the monitoree have to submit their report?	No limit. Monitorees can report using their weblink at any time.	No limit. Monitorees can report using their weblink at any time.	18 hours from when the text is sent	N/A (monitorees must answer the phone call to report)
When is the "Monitoring Complete" message sent?	Sent if monitoree is on the Asymptomatic line list (in the Exposure workflow) when the monitoring period ends	No "Monitoring Complete" message sent via text. If email address available, email sent if monitoree on the Asymptomatic line list (Exposure workflow) when the monitoring period ends	No "Monitoring Complete" message sent via text. If email address available, email sent if monitoree on the Asymptomatic line list (Exposure workflow) when the monitoring period ends	No "Monitoring Complete" call for these monitorees. If email address available, email sent if monitoree on the Asymptomatic line list (Exposure workflow) when the monitoring period ends
Daily Report Format	List of yes/no questions for **each** symptom	List of yes/no questions for **each** symptom	Single yes/no question for **all** symptoms	Single yes/no question for **all** symptoms
How does a single monitoree report?	Email with single weblink to symptom report	A single text that identifies the monitoree by initials and age and includes the weblink to report	Text message with single yes/no response for all symptoms listed	Phone call with single yes/no response for all symptoms listed
How does a Head of Household report?	Email contains weblinks to each monitoree's report	Head of Household receives one text per household member per day (with a link to their report)	Daily text asks about presence of symptoms in **any** household member	Daily phone call asks about presence of symptoms in **any** household member

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③ What do monitorees see if reporting via Weblink (email or SMS)?
"Weblink methods" refers to the E-mailed Web Link and SMS-Texted Weblink contact methods

Method	E-mailed Web Link	SMS-Texted Weblink
Daily Message Format	Monitoree Initials and Age — Symptom Report link	Text contains monitoree initials, age, and report link
Symptom Report Format	Daily Self-Report (WR-41) — Monitoree initials and age; Monitorees click the boxes to indicate symptoms; Monitorees may need to scroll down to see all options and Submit button	Daily Self-Report (ST-101) — Monitoree initials and age; Monitorees click the boxes to indicate symptoms; Monitoree will need to scroll down to see the full symptom list and the Submit button
Thank You Message	Daily Self-Report — Thank You For Completing Your Self Report	Daily Self-Report — Thank You For Completing Your Self Report

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4   What do monitorees see if not reporting via Weblink?
"Non-Weblink methods" refers to the SMS Text Message and Telephone Call methods

Method	
SMS Text message	**Telephone Call**

Example Daily Text/Phone Exchange

SMS Text message

- Text contains monitoree initials and age
- Yes = Any of the symptoms listed
- No = None of the symptoms listed
- Only accepted responses are "Yes" and "No"

(Example text shown): "This is the Sara Alert daily report for: JP-19. Is this person experiencing any of the following symptoms: Cough, Difficulty Breathing, New Loss of Smell, New Loss of Taste, Shortness of Breath, Fever, Chills, Repeated Shaking with Chills, Muscle Pain, Headache, Sore Throat, Nausea Or Vomiting, Diarrhea, Fatigue, Congestion or Runny Nose, Please reply with "Yes" or "No""

Reply: **Yes**

"Thank you for completing your daily report!"

Telephone Call

Sara Alert will deliver the following message:

"Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for: **[Initials/Age]**

Is this person experiencing any of the following symptoms: chills, congestion or runny nose, cough, diarrhea, difficulty breathing, fatigue, fever, headache, muscle pain, nausea or vomiting, new loss of smell, new loss of taste, repeated shaking with chills, shortness of breath, sore throat? Please reply with 'Yes' or 'No'"

At this point the monitoree should respond with either:

- "Yes"—indicating the presence of ANY symptoms that were listed
- "No"—indicating the absence of ALL symptoms

If the monitoree responds with "Yes" or "No", "Sara" will reply with:

"Thank you for completing your daily report! Goodbye."

5   How do reports in the monitoree's record appear to users?
Symptomatic reports appear differently depending on the reporting method

Method	
Weblink Methods	**Non-Weblink Methods**

Reports Table Format

Weblink Methods

- These reporting methods provide the most granular information.
- Monitoree can report on each individual symptom using the report checklist.
- In the monitoree's record, symptomatic reports appear highlighted red with each individual reported symptom indicated with a red "Yes":

Chills	Congestion Or Runny Nose	Cough	Diarrhea	Difficulty Breathing
Yes	Yes	No	No	No

Symptomatic web-link report entry

Non-Weblink Methods

- These methods provide the minimum amount of information require to prompt follow-up
- Monitoree responds to a single/yes no question asking if they are experiencing any of the listed symptoms
- In the monitoree's record, symptomatic reports appear highlighted red with the symptom columns left blank, since the system does not know the exact symptoms being experienced

Chills	Congestion Or Runny Nose	Cough	Diarrhea	Difficulty Breathing

Symptomatic SMS text or phone report entry

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