

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 with "Unknown" or "Opt-Out" Preferred Reporting Methods selected.

2 How do the reporting methods differ?



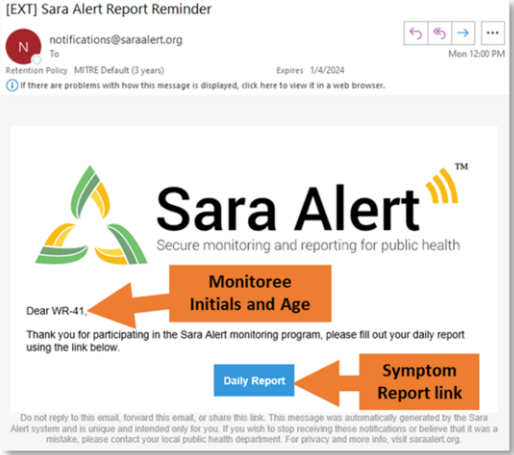
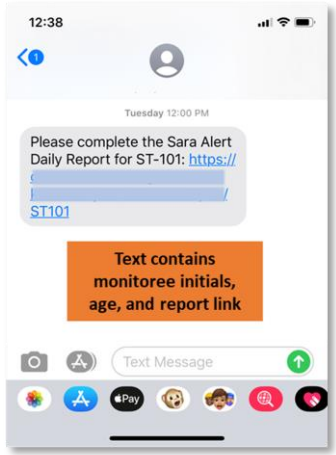
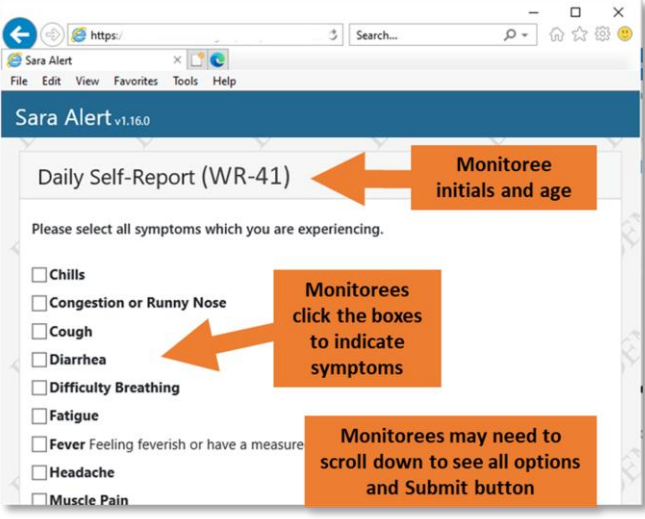
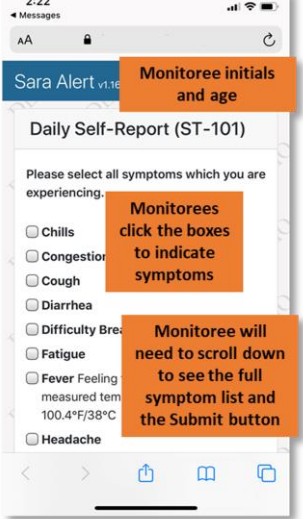
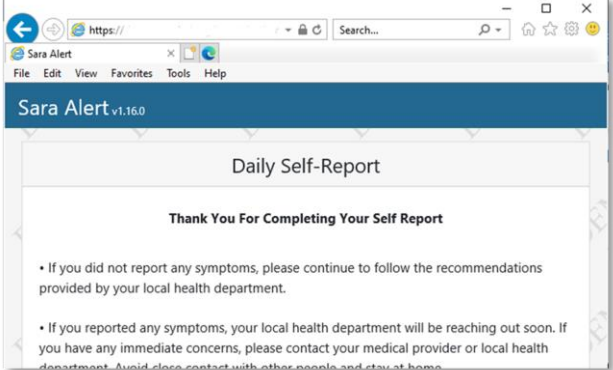
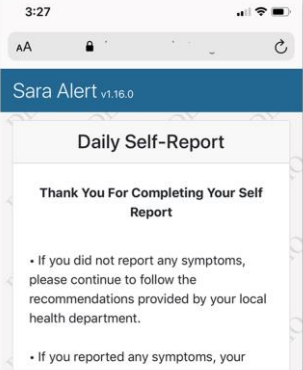
The table below provides an overview of the reporting methods:

| 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 |
| Initial Daily Report Timing | Sent with Welcome Message | Day after enrollment during Preferred Contact Time | Day after enrollment during Preferred Contact Time | During first Preferred Contact Time after enrollment (can be day of enrollment) |
| 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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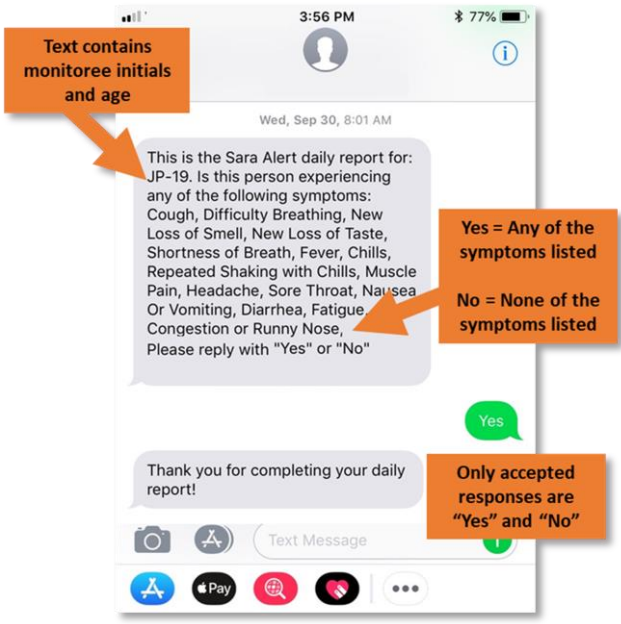
What do monitorees see if reporting via Weblink (email or SMS)?

“Weblink methods” refers to the E-mailed Web Link and SMS-Texted Weblink contact methods

| Method |  <p>E-mailed Web Link</p> |  <p>SMS-Texted Weblink</p> |
|-----------------------|---|--|
| Daily Message Format |  |  |
| Symptom Report Format |  |  |
| Thank You Message |  |  |



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 |  <p>Text contains monitoree initials and age</p> <p>Yes = Any of the symptoms listed</p> <p>No = None of the symptoms listed</p> <p>Only accepted responses are “Yes” and “No”</p> | <p>Sara Alert will deliver the following message:</p> <p><i>“Hello, this is Sara, the automated public health assistant calling for your daily report. This is the report for: [Initials/Age]</i></p> <p><i>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’”</i></p> <p>At this point the monitoree should respond with either:</p> <ul style="list-style-type: none"> • “Yes”—indicating the presence of ANY symptoms that were listed • “No”—indicating the absence of ALL symptoms <p>If the monitoree responds with “Yes” or “No”, “Sara” will reply with:</p> <p><i>“Thank you for completing your daily report! Goodbye.”</i></p> |

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 | <ul style="list-style-type: none"> • 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”: <table border="1" data-bbox="170 1816 706 1921"> <thead> <tr> <th>Chills</th> <th>Congestion Or Runny Nose</th> <th>Cough</th> <th>Diarrhea</th> <th>Difficulty Breathing</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Yes</td> <td>No</td> <td>No</td> <td>No</td> </tr> </tbody> </table> <p>Symptomatic web-link report entry</p> | Chills | Congestion Or Runny Nose | Cough | Diarrhea | Difficulty Breathing | Yes | Yes | No | No | No | <ul style="list-style-type: none"> • 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 <table border="1" data-bbox="925 1816 1404 1921"> <thead> <tr> <th>Chills</th> <th>Congestion Or Runny Nose</th> <th>Cough</th> <th>Diarrhea</th> <th>Difficulty Breathing</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Symptomatic SMS text or phone report entry</p> | Chills | Congestion Or Runny Nose | Cough | Diarrhea | Difficulty Breathing | | | | | |
| Chills | Congestion Or Runny Nose | Cough | Diarrhea | Difficulty Breathing | | | | | | | | | | | | | | | | | | |
| Yes | Yes | No | No | No | | | | | | | | | | | | | | | | | | |
| Chills | Congestion Or Runny Nose | Cough | Diarrhea | Difficulty Breathing | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |