

## PUBLIC HEALTH

# COVID-19 Pre-screen & Routing

Use this [free online resource](#) to provide accurate, up-to-date information to the public about the coronavirus, triage potential patients, and stay on top of community concerns.

**CURRENT STATE**

People are flooding public health and government organizations with phone calls seeking information on COVID-19 including questions about symptoms, community incidents, school and business closures, etc.

**THE PROBLEM**

Health organizations are overwhelmed by the sheer number of requests and lack the operational infrastructure to handle hundreds or even thousands of calls a day. This has resulted in:

- + An incredible strain on an already-taxed public health system, resulting in disorganized information, duplicative requests, and inefficient use of staffing resources
- + Difficulty obtaining the most accurate and up-to-date information - including those who may be exhibiting symptoms of COVID-19
- + Inability to track trending requests and patterns, which could inform external communication efforts and actions

**A SOLUTION**

Qualtrics has created a COVID-19 Pre-screen & Routing solution that any health or government organization can use to provide accurate information at scale, while automatically creating reports to identify trends, patterns, and gaps in information requests.

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**How can the County Department of Public Health help?**

Check all that apply

- I have a suspected or confirmed case of COVID-19
- I may have been exposed to someone with a suspected or confirmed case of COVID-19
- I'm looking for recommendations on how to reduce the chances of contracting COVID-19
- I'm looking for information about COVID-19 in our community
- I'm looking for information about COVID-19 in general

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# Benefits of the COVID-19 Pre-screen & Routing solution

## REDUCE STRAIN ON PUBLIC HEALTH ORGANIZATIONS

- + Provide automated, self-guided answers and the right resources to address the most common questions from the public about COVID-19
- + Automatically direct the public to the most accurate, up-to-date information

## TRIAGE POTENTIAL PATIENTS

- + Segment respondents by self-reporting of COVID-19 symptoms
- + Proactively direct potential patients to the right local resources to get the appropriate testing/care
- + Track volume of self-reported cases over time

## KEEP A FINGER ON THE PULSE OF COMMUNITY CONCERNS

- + Determine whether the information being provided is meeting the needs of the public
- + Understand the volume and percent of respondents experiencing COVID-19 symptoms
- + Understand trends in the type and volume of requests



**The COVID-19 Pre-screen & Routing solution is provided free of charge to federal, state, and local governments and public health organizations.**

**qualtrics<sup>XM</sup>**

Set up [free account](#) and walk through a short, guided process to configure the solution to your organizations needs. Terms and conditions apply.

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