

How to minimise the impact of COVID-19 in your country

As evidenced by Italy and Spain, the COVID-19 pandemic has the potential to overwhelm national healthcare systems and bring detrimental economic consequences to entire countries. Assistance call centres are overwhelmed, resulting in an uninformed population that becomes unattended due to the lack of resources to manage such a large volume of cases.

Social distancing is a strategy widely implemented around the world to slow down the spread of the virus and help institutions buy more time to prepare, but this strategy alone will not stop a pandemic. In order to do so, governments first need to understand it by knowing where the virus is and how it is spreading.

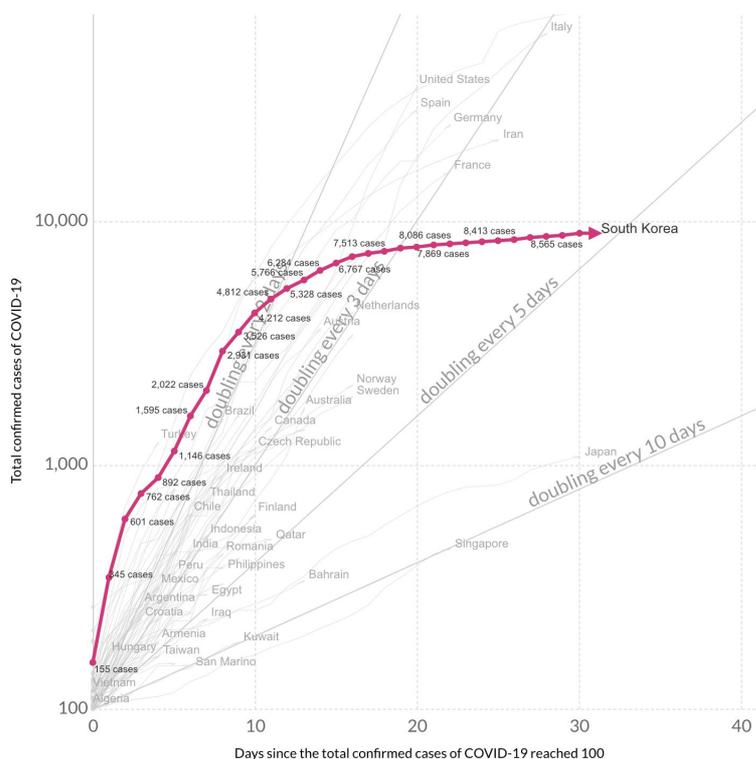
South Korea has proven that the most cost effective strategy to control the spread and minimise the economic impact is one that uses information at its core. Their response had two key elements*:

1. Mass testing to identify where the virus is to isolate just the cases that need it
2. Patient monitoring and geolocation

The success of their strategy can be observed in the flattening curve of their caseload over time, as seen in the graph to the right.

However, the implementation of the strategy has room for improvement. South Korea developed an app to identify and monitor cases, but the Ministry of the Interior and Safety in South Korea found that some people had difficulty downloading or using it. As a result, the country had to also continue their traditional telephone call monitoring system, so the solution remains unscalable.

Total confirmed cases of COVID-19



<https://www.visualcapitalist.com/infection-trajectory-flattening-the-covid19-curve/>

FollowApp Care: technology that enables health monitoring in your population

To increase population reach and efficiency of resources, our technology uses:

1. Automation: patient communication pathways that diagnose and triage with no human effort
2. Simpler digital delivery via SMS, requiring no user downloads

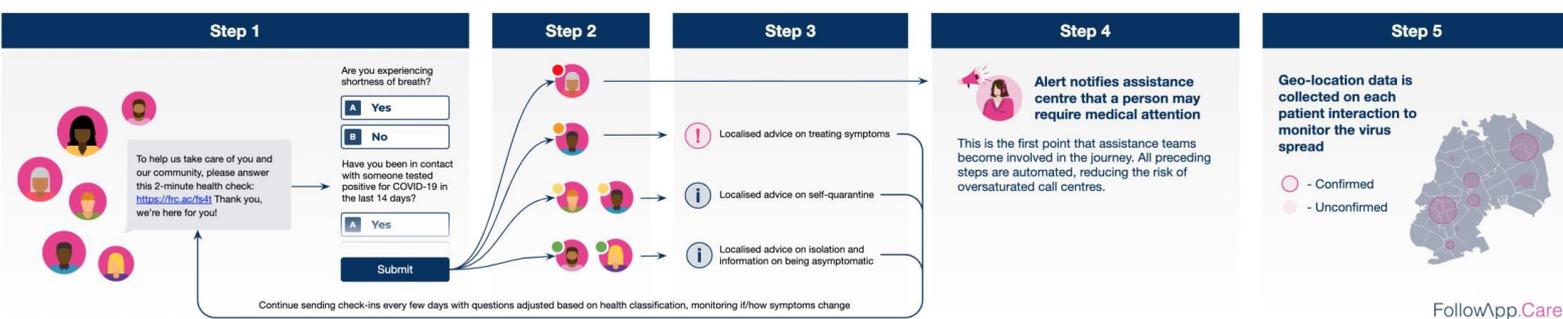
This solution creates the most cost-efficient method for governments to scale high-touch healthcare under systemic-stress. Because of the miniscule marginal cost of tracking patients with FollowApp Care, a much larger percentage of the susceptible or possibly-infected population can be monitored without stretching scarce medical resources. In addition, geolocation embedded in our survey application allows for location data to track hotspots and provide early warning for local hospitals about surging demand.

* <https://www.wired.co.uk/article/coronavirus-uk-response-china>

How It Works

FollowApp Care technology helps manage this crisis through automated patient communications, a symptoms checker and patient tracking. We use the following workflow:

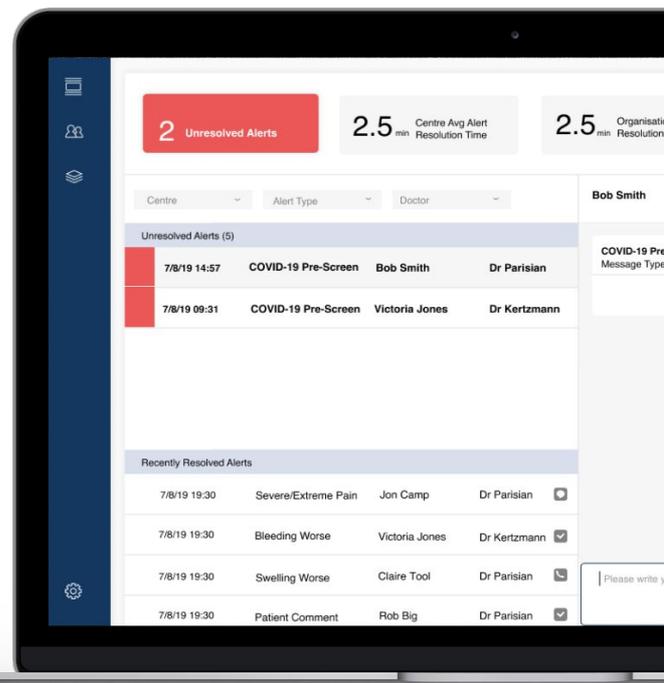
1. Send out emails/SMSs to the whole population with a link to a health check-in. It is also possible to target a subset of the population, such as those with a positive diagnosis of CV-19 in self-isolation or those who have been in contact with a known case of CV-19.
2. FollowApp Care automatically classifies each person (healthy, infected, mild symptoms, needs medical attention, etc.) based on the combination of their responses.
3. Automated patient pathways unique to these classifications will be created to keep every type of patient informed and attended.
4. An alert is triggered to notify the central assistance centre when a patient does require medical attention.
5. Geo-location data is collected on each patient interaction to monitor spread



The FollowApp Care system aggregates data into a dashboard and will highlight patients experiencing symptoms, indicating a higher probability of needing medical intervention. On the aggregate, the system will provide an at-a-glance estimation of the growth and intensity of cases. The collection of highly granular symptom data has not been possible before, and brings an opportunity to yield vital clinical and immunological insights.

As a result, FollowApp Care will help your government and public health agencies to:

- Track the health of the entire population to contain the spread of the virus.
- Keep the population informed and attended by providing each member of the public with the health classification-specific information and attention each of them need, combating the negative effects of misinformation.
- Use resources efficiently - bringing only patients that require doctor's attention in to health centres.
- Identify patients in need to avoid a country-wide lockdown and/or reducing the time of the lockdown, minimising the economic impact of the pandemic.



Please reach out to us at info@followapp.care if you or someone you know could benefit from this technology. We will be more than happy to help.

Followapp technology is ISO 27001 certified, American National Institute of Health validated and widely used by leaders in the private healthcare delivery worldwide:

