

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.

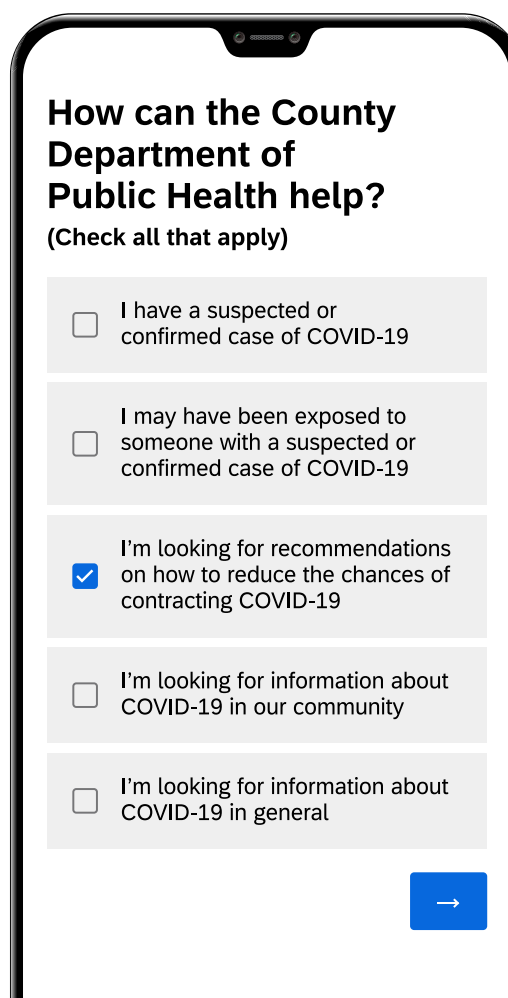
THE PROBLEM

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.



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.



Go to qualtrics.com/here-to-help/ to set up free account and walk through a short, guided process to configure the solution to your organization's needs

Qualtrics is the world's leading experience management platform. With Qualtrics XM you can create, monitor and manage every experience on a single platform. Our advanced artificial intelligence and machine learning helps uncover deep insights and makes connections between your customer, employee, product and brand experiences to help close experience gaps and drive value back to the bottom line. Qualtrics is a FedRAMP authorized and HITRUST certified provider meeting the highest security requirements of the federal government and HIPAA security requirements. Learn more at qualtrics.com.