



RRH MyCare COVID-19 Home Monitoring Program

COVID-19 Home Monitoring Program

Our team of medical providers is just one call away, and readily available 7 days a week between 8 am – 4:30 pm (except major holidays). Outside of these hours, you will reach a nurse who can further assist you.

To reach a medical provider, or if you are in need of medical assistance from one of our nurses call **585.450.8698**. **If you are having a medical emergency call 911.**

How the Program Works

- After you test positive for COVID-19, you will be enrolled in the program for a minimum of ten days—or longer if symptoms persist.
- You can access the program through the **RRH MyCare** App on your smartphone or iPad; or through the **MyCare** website on your computer, tablet, or iPad.
- During your enrollment, you will be asked to answer questions about temperature, oxygen level, and COVID-19 symptoms including shortness of breath, cough, and weakness.
 - If you have a pulse oximeter, please record your lowest oxygen reading since your last entry.
 - If you have a thermometer please record your highest temperature since your last entry.
- Your information will automatically be sent to the COVID-19 home monitoring team.
- If it's deemed necessary, or if you don't complete your symptom entries (either during the day or after hours), our team may call you and request your permission to do a telephone or video visit.

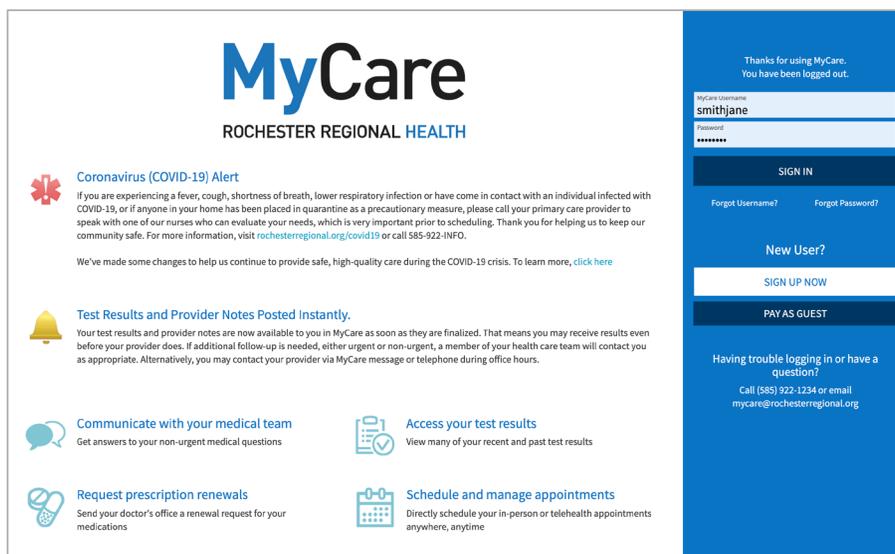
NOTE: *Depending on your coverage, a telephone or video visit with a medical provider may have a co-pay. If you are unsure, please check with your insurance provider.*

Accessing Your Symptom Monitoring Portal

Through the MyCare Website via Computer, iPad, Laptop, or Tablet:

- If you have not (or can't) install the **RRH MyCare App**, you can request access to the **MyCare** website to enter your medical information and complete the COVID-19 Condition Monitoring Questionnaire by calling **585.450.8698**.
- Once you have access, visit mycare.rochesterregional.org, and enter your login information.
 - To locate the questionnaire go to *Menu > Search > COVID-19*, and you should get directed to its location.

NOTE: You will not receive daily reminders through the MyCare website, and will need to log in daily to enter your information.



Through the RRH MyCare App via Smartphone or iPad:

- To complete your Condition Monitoring Questionnaire using your mobile device, you will need to install the **RRH MyCare App**.
 - Open your app store and search for “**RRH MyCare**” to locate and download the App.
- If you already have an account, log in using your **MyCare** username and password.
- To create an account, select “Sign Up Now” and follow the prompts.
- To receive daily notifications to complete your symptom entries, please make sure that “push notifications” are enabled on your phone.

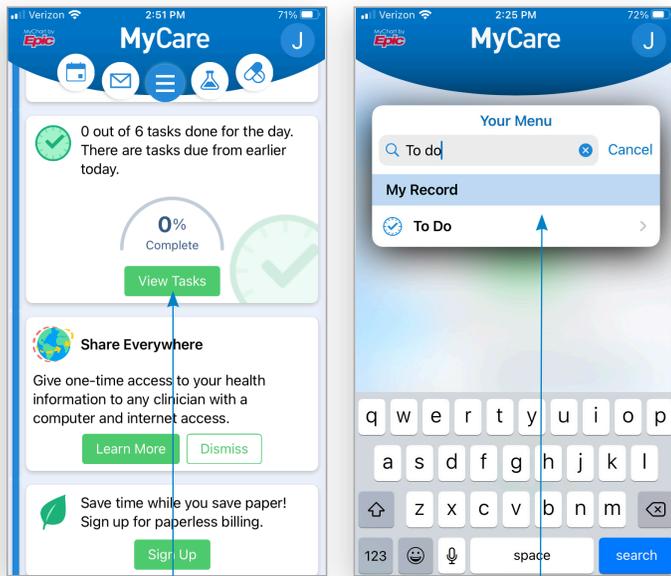
NOTE: If you access MyCare using an internet browser on your smartphone, you will not have access to the questionnaire, temperature, and oxygen level entry screens.



A Step-By-Step Guide for Using the MyCare App

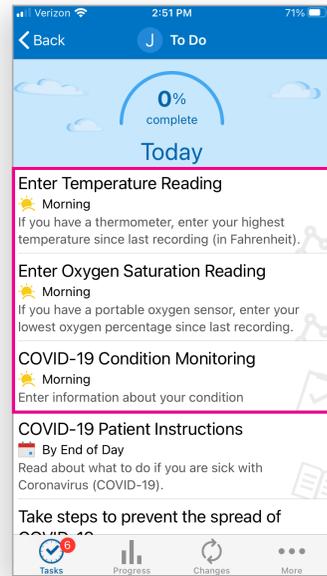
To start using the COVID-19 Home Monitoring Program:

1. Your tasks will display at the bottom of your home screen when you log into MyCare.



You can also click *View Tasks* or click *Menu* and search "To-Do".

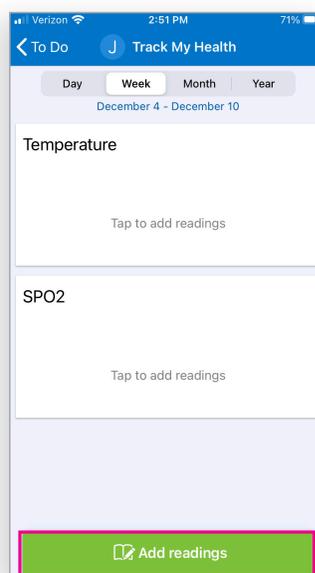
2. Every morning, please enter your temperature reading, oxygen saturation (if you have a pulse oximeter), and complete the COVID-19 condition monitoring questionnaire.



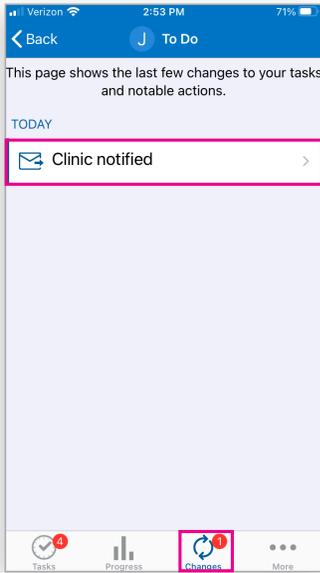
3. Select a task (ex: temperature). Click *Add readings*.

4. Enter reading. Select *Save*.

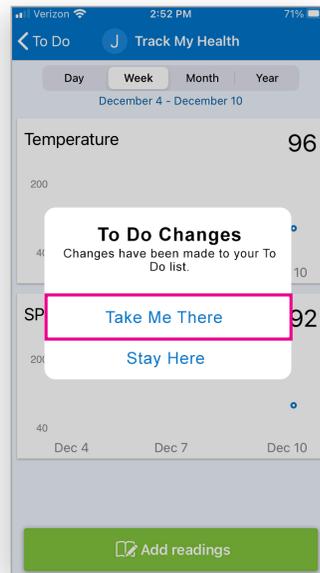
NOTE: *SP02* is your oxygen saturation measured using a pulse oximeter. Leave this blank if you do not have a pulse oximeter.



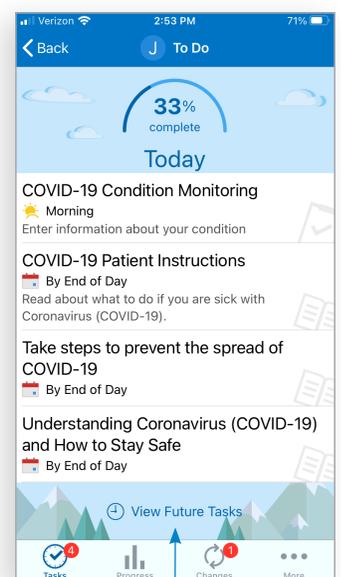
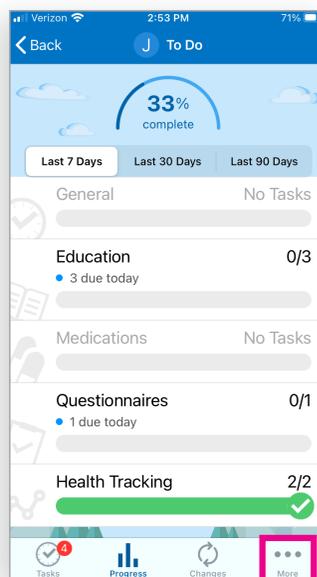
6. Select *Changes* at the bottom of the screen, or click on the message to see the notification.



5. If you enter mild or severe difficulty breathing or an oxygen level of <93%, a message will be sent to the COVID-19 home monitoring team. Click *Take Me There* to see the notification.



7. Select *Progress* to see how many tasks still need to be completed, or click the three dots to view your completed tasks.



You can also click *View Future Tasks* to see upcoming tasks.

Questions or Concerns?

For clinical concerns or questions about the program, please call **585.450.8698**.

For technical questions about **MyCare**, please call **585.922.1234**.

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