



**COVID**

**CONNECT**

***Act Now!***

## What is COVIDConnect?

COVIDConnect is a mobile technology solution that uses simple communication channels to:

- Allow citizens to screen for COVID-19
- Supports those who have tested positive for COVID-19
- Anonymously alerts people who may have been in close contact with someone who tests positive for COVID-19

## Why is COVIDConnect important?

Key to containing the spread of COVID-19 is the ability to detect cases of COVID-19 early and ensure that contacts of cases are identified.

This system does that in the following ways:

- Easy and accessible Symptom screening
- Test result delivery;
- Those confirmed positive also receive self-monitoring support and ability to report and notify contacts anonymously
- Alerting people who have come into close contact with someone who has tested positive also receive self-monitoring support, so they can take the appropriate actions

## Our key messages

- Screen regularly
- If you are testing for COVID make sure you supply:
  - valid **Cell number** - so we can send you your results
  - correct **Date of Birth** – so we can validate you
  - **address** / place of residence
- If you get a message saying you have been in contact with someone who has tested positive, then follow instructions, and self-quarantine

## Details and what people can expect

There are 3 main ways that people can engage with the system broken down by user groups. These three user groups are:

- **General Citizens** to complete risk assessment to receive advise on whether to continue as normal, self isolate or get a test
- **People Testing** for COVID-19
- **People who have come into contact with someone who has tested positive for COVID-19 (Contacts)**

Details of the user journeys for each of these user groups are described in the following slides



# USER 1: CITIZEN

Citizen: Entry Point and Summary



Any person who suspects that they may have COVID-19 can check their symptoms via WhatsApp or USSD and get instant advice on whether to continue as normal, self isolate or get a test

Citizen Flow: Key Messages/steps



Send "Check" to 0600123456 on WhatsApp or Dial \*134\*832#



Answer some simple questions



You will be given advice on what to do based on the answer to your questions





# USER 2: PESONS TESTING FOR COVID-19

Index Case: Entry Point and Summary



Anyone testing for COVID-19 should ensure that they give a **valid cell number** so that they can make use of the service.

If they do this they can receive their test result via their phone, alert contacts that they should screen for COVID-19 and monitor their symptoms

Index Flow: Key Messages/Steps



Make sure that you give a **valid Cell Number, Date of Birth and Address** when you take your test



You will receive an SMS once your result is ready



Follow instructions on the SMS or send **"Results" to +27 82 046 8553 on WhatsApp** to:



- Get your test result



- Add cell numbers for your contacts so that they are notified and can screen for COVID-19!



- Monitor your symptoms



# USER 3: CONTACT

Contact: Entry Point and Summary



If you have come into contact with someone who tests positive for COVID-19, you may receive an SMS alerting you of this. By following instructions on the SMS, contacts can do a simple screening for COVID-19 and will be given advice on whether they should self isolate or go for a test. Screening should be done daily for 14 days.

Index Flow: Key Messages/Steps



Follow instructions on the SMS you receive or send "Check" to 0600 123456



Answer some simple questions



You will be given advice on what to do based on the answers to your questions



Do your HealthCheck every day for 14 days



# ACHIEVEMENTS

COVIDConnect WhatsApp and Self Screening



7,539,722 Users



355,660,054 Messages



1,329,528 Users Screening



2,521,379 Screens completed



Test Result Delivery and engagement



9 Provinces



674,380 SMS's sent



326,522 Test Results Offered

39,463 engagements

\*between 28 June and 15 July



# DEMONSTRATIONS

**Results Delivery**

**Self Screening**

## Contacts



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