

# Patient Guide: Digital Care Coach

**Our team will help you recover at home!**

We provide care  
virtually, either by:

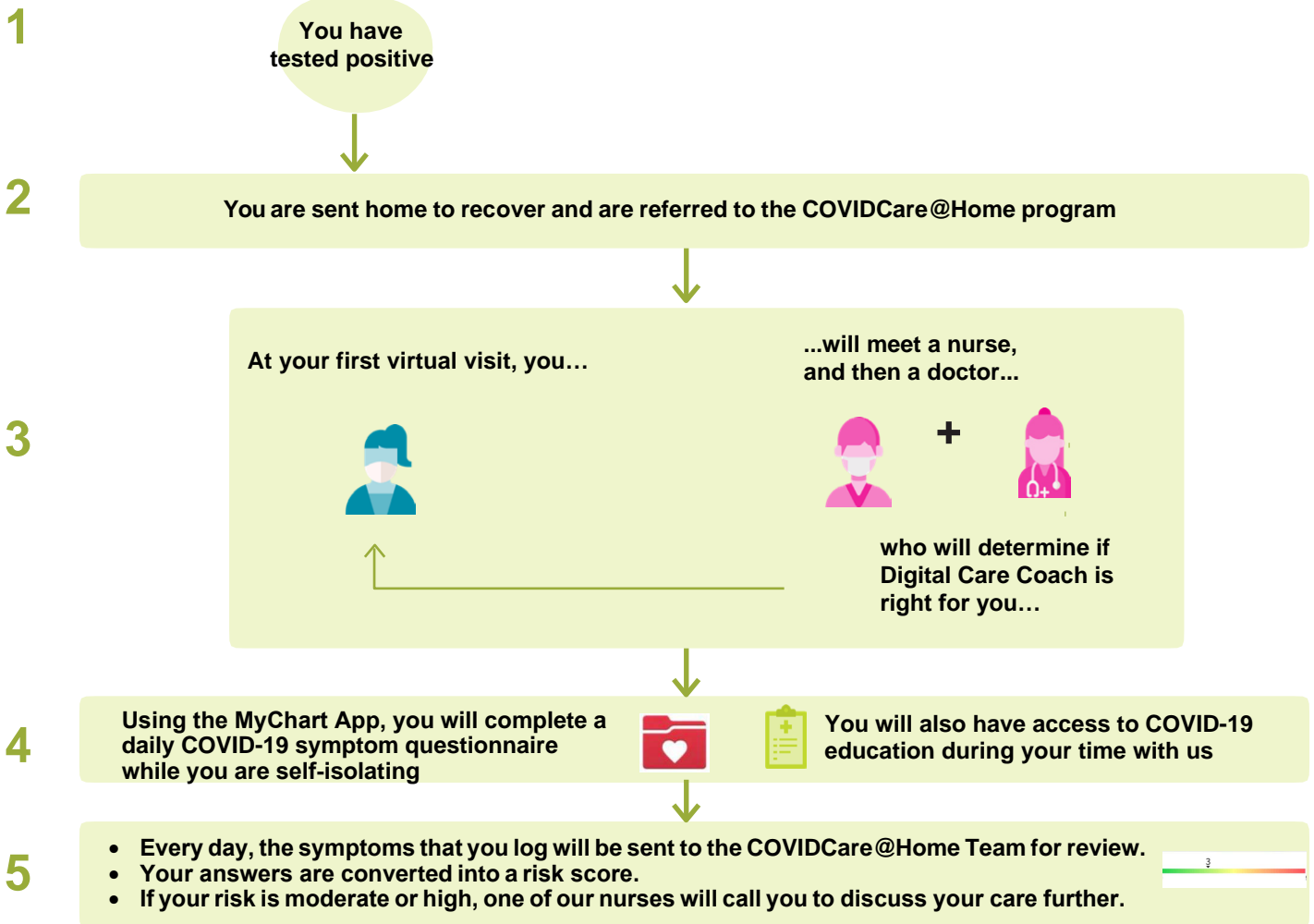


Mobile  
Smartphone  
(using internet)



Computer  
Tablet  
(using internet)

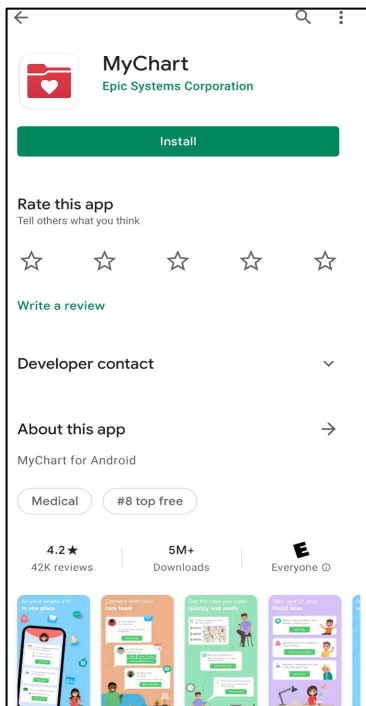
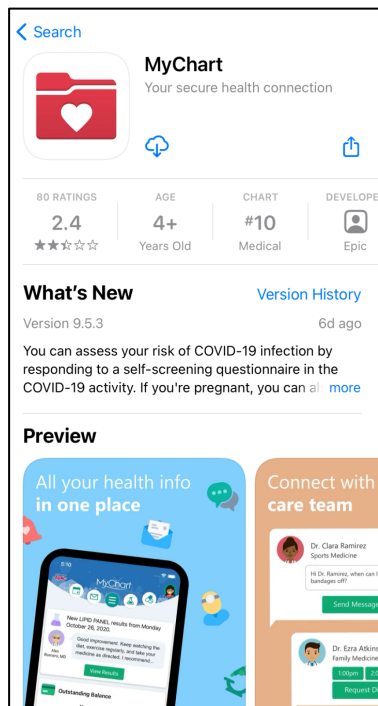
## How does Digital Care Coach work?



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Welcome to Digital Care Coach supporting COVIDCare@Home!

The aim of this program is to remotely monitor your symptoms with the use of a daily questionnaire while you recover at home. Based on the severity of your symptoms, it will trigger our team to call you and support you further. Attached is a step-by-step guide to help you get set up!

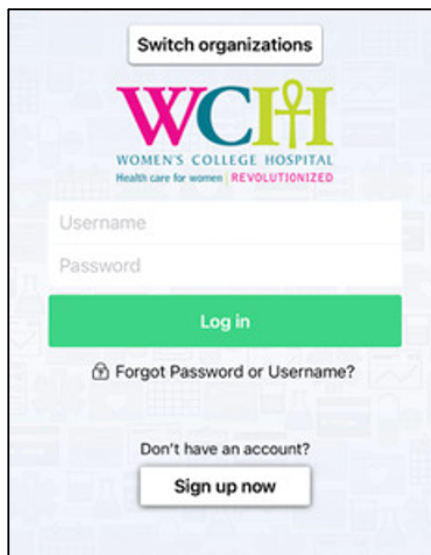


**1. Download the MyChart application from the App Store or Google Play.**

**2. Select Women's College Hospital from the list of organizations.**



## Patient Guide: Digital Care Coach



Switch organizations

**WCH**  
WOMEN'S COLLEGE HOSPITAL  
Health care for women | REVOLUTIONIZED

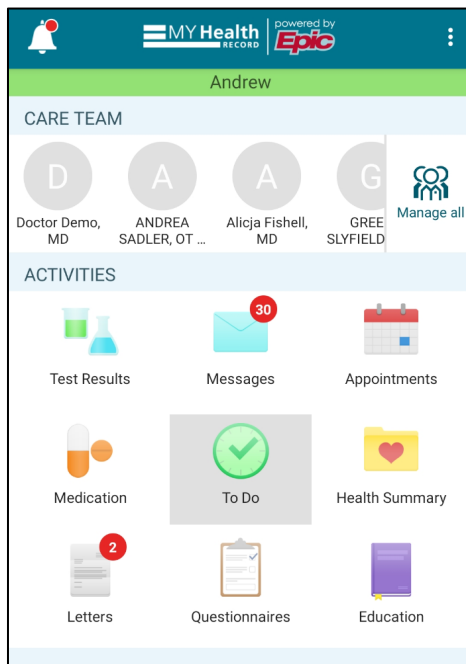
Username  
Password

Log in

Forgot Password or Username?

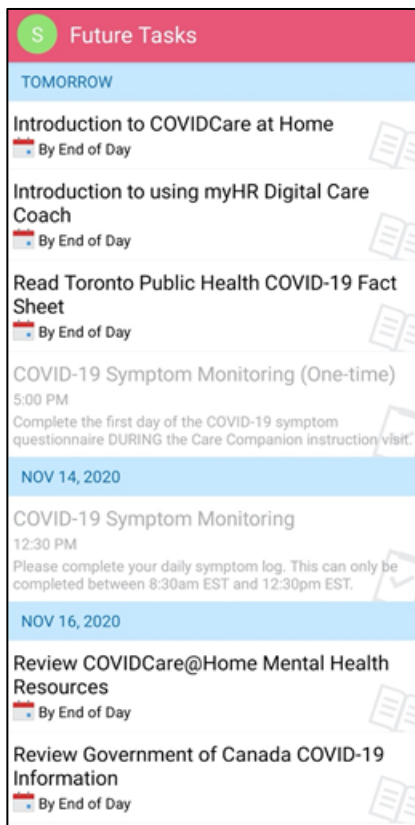
Don't have an account?  
Sign up now

**3. Log in to your WCH myHealthRecord account.**

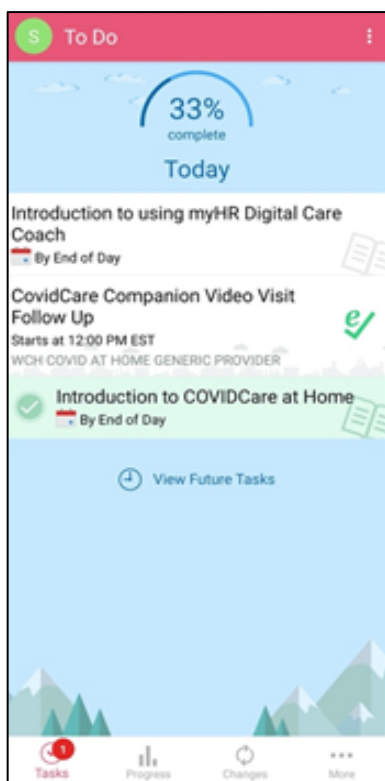


**4. After logging in, you should see the home screen. Tap “To Do” under “Activities”.**

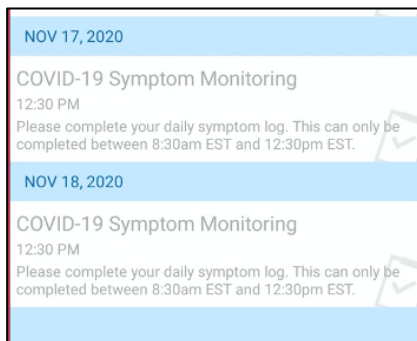
## Patient Guide: Digital Care Coach



**5. You can see your Future Tasks in your To-Do activities.**



**6. Select “COVID-19 Symptom Monitoring” Questionnaire and complete the questions.**



## Patient Guide: Digital Care Coach

**Questionnaires**

For the questionnaire series **Symptom Check-in**

\*Do you have a cough?

Yes No

\*Do you have a fever?

Yes No

\*Are you experiencing any new shortness of breath?

Yes No

\*Do you have a headache?

Yes No

\*Are you experiencing body soreness or fatigue?

Yes No

\*Are you experiencing any difficulties with your sense of smell or taste?

Yes No

\*Are you experiencing diarrhea?

Yes No

\*How is your appetite and hydration?

Good Fair

**7. We recommend you complete this questionnaire daily between the hours of 8:30 am – 12:30pm during your self-isolation period.**

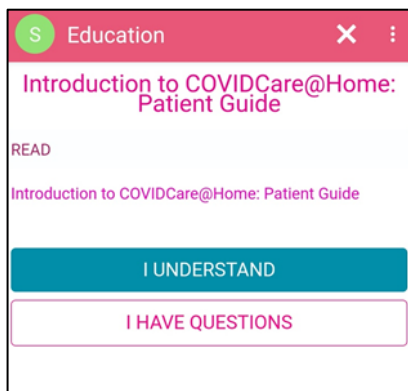
Thank you for completing your COVID-19 daily symptom log. The answers you provided today were converted into a risk score and plan that is shown below.



Today, your symptoms fall into moderate risk. Symptoms are going to be forwarded to the CC@Home team for review. You will be called by a member of our nursing team by 5:00pm.

**8. Your answers to the questionnaire will be converted into a risk score and sent to our COVIDCare@Home team for review. Based on your score, you will receive a phone call by end of day (moderate risk), or a phone call within 30 minutes (high risk).**

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9. When you are enrolled into Digital Care Coach, you will have access to COVID-19 education. This will be rolled out to you through “tasks” that can be completed during your time with us in COVIDCare@Home.

10. On your last day of self-isolation, you will receive a Discharge Survey in your “To-Do” activities. This is not required, however your feedback is most important to us as we evolve as a program. *This will take approximately 10 minutes of your time.*

**COVIDCare @ Home Digital Care Coach Discharge Survey**

Attached to a message from **Sheridan** received 23/10/2020

Experience with the COVIDCare@Home Digital Care Coach Program

This program eased my anxiety immediately after my positive COVID-19 test.

☒ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐ Not Applicable (No Anxiety)

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I feel my needs were addressed in this program.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

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The information provided through this program was useful for managing my care and treatment.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

**If you need help:**

If you are having trouble downloading or logging into the myHealthRecord app, please email at [myHealthRecord@wchospital.ca](mailto:myHealthRecord@wchospital.ca) or leave a voicemail at (416) 323 – 6205 and a member of our IT team will get back to you within 1 to 3 business days.

The COVIDCare@Home phone line 416-323-6199 is accessible to you Monday-Saturday from 9-5pm. If there are any urgent issues after hours, you can page our on-call physician at 416-323-6400 and ask for the “COVIDCare@Home physician”.