

# Residence Wellness Alert®

Powered by **TelASK**

## The Challenge

In student residence halls germs and diseases can spread quickly. Every day students share bathrooms, kitchens, lounge and study spaces. One or two undetected cases of noro-virus or influenza can infect an entire floor or building in a very short period of time.

The challenge is to catch potential outbreaks before they gain momentum.

## The Solution

**Residence Wellness Alert®** is a symptom tracking and disease outbreak notification system that helps University Health Services and Residence Services quickly identify and get ahead of potential outbreaks in residence halls.

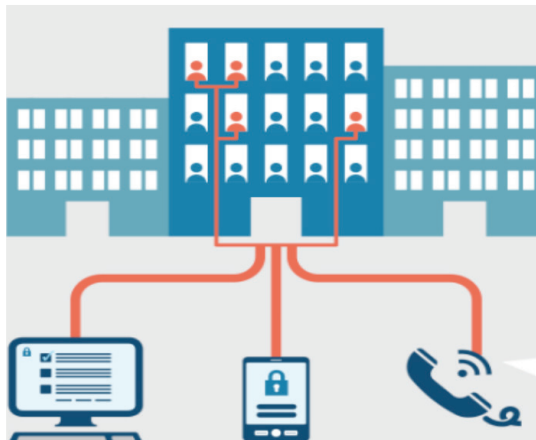
## How it Works

A comprehensive promotional campaign is launched in the residence halls when students first arrive in the fall and continues throughout the year. The campaign encourages **students** to **self-report** any **symptoms** they are experiencing in order to help keep themselves and their fellow students healthy.



## Self Reporting

Students can access the reporting tool by texting a number on their smart phone, logging in through the university website or mobile app, or by calling into an interactive phone system. They provide their student ID, residence hall and room number and are guided through an easy to follow symptom screen that takes just a few minutes.



**Wellness Alert** is “software as a service” hosted on dedicated servers in HIPAA\* compliant data centers. TelASK solutions are currently deployed at over **200** healthcare sites across North America.

*\*Health Insurance Portability and Accountability Act*

Existing algorithms screen for norovirus, influenza and common cold-like symptoms. However questions can be quickly and easily modified to include other diseases. Students who report receive follow-up emails for up to eight days to check whether their symptoms have changed.

## Sample Screening Questions

Q18	Do you have a fever that makes you feel like you are burning up?	<input type="radio"/> Yes <input type="radio"/> No
Q19	How long have you had the fever?	1 to 2 days
Q20	Do you have aching muscles?	<input type="radio"/> Yes <input type="radio"/> No
Q21	How long have you had aching muscles?	1 to 2 days
Q22	Do you have a cough?	<input type="radio"/> Yes <input type="radio"/> No
Q23	How long have you had a cough?	1 to 2 days
Q24	Do you have a headache?	<input type="radio"/> Yes <input type="radio"/> No
Q25	How long have you had a headache?	1 to 2 days
Q26	Are you short of breath?	<input type="radio"/> Yes <input type="radio"/> No
Q27	How long have you been short of breath?	1 to 2 days
Q28	Do you have nasal congestion or a runny nose?	<input type="radio"/> Yes <input type="radio"/> No
Q29	How long have you had nasal congestion or a runny nose?	1 to 2 days
Q30	Are you feeling fatigued or more tired than normal?	<input type="radio"/> Yes <input type="radio"/> No
Q31	How long have you felt fatigued?	1 to 2 days 1 to 2 days 2 to 4 days 4 or more days

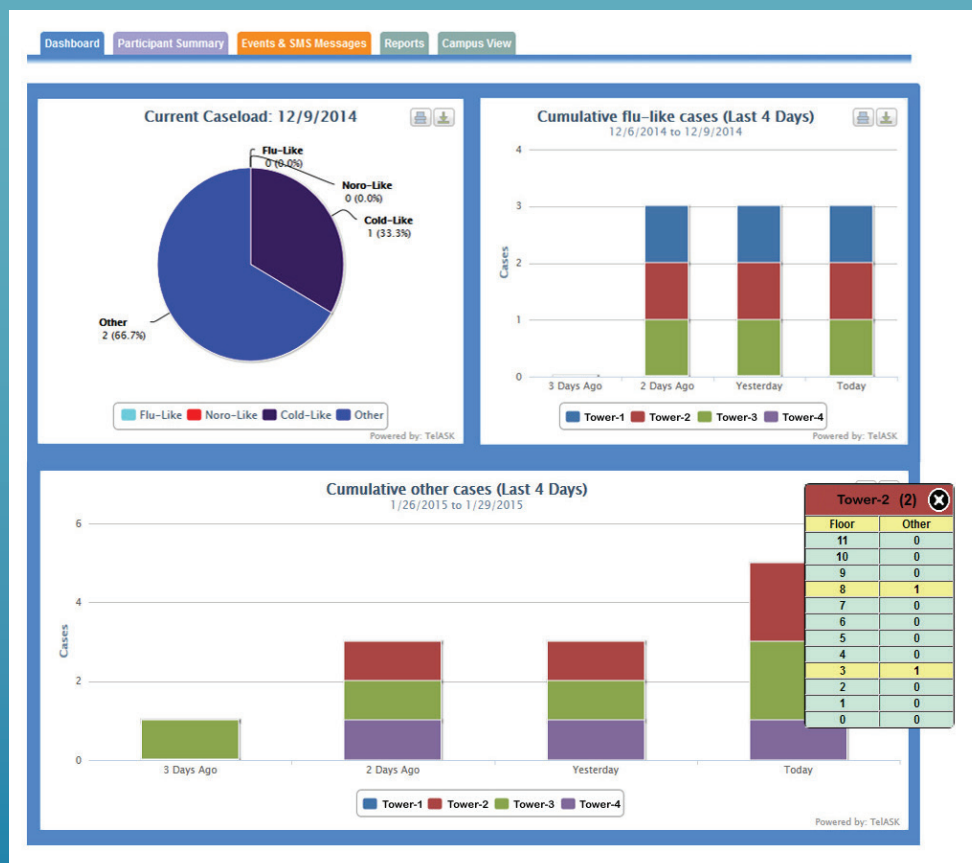
[Back](#) [Next](#)

## Every Minute Counts

When **Wellness Alert** detects a rapid escalation in the number of students reporting or a cluster of symptoms in a particular residence, automatic alerts are sent to designated personnel advising them of the nature and location of the potential outbreak. Authorized staff can login to the **Wellness Alert dashboard** 24x7 to see what symptoms are being reported and where trends or hotspots are developing. At a glance staff can see the increase in the numbers of cases reported by

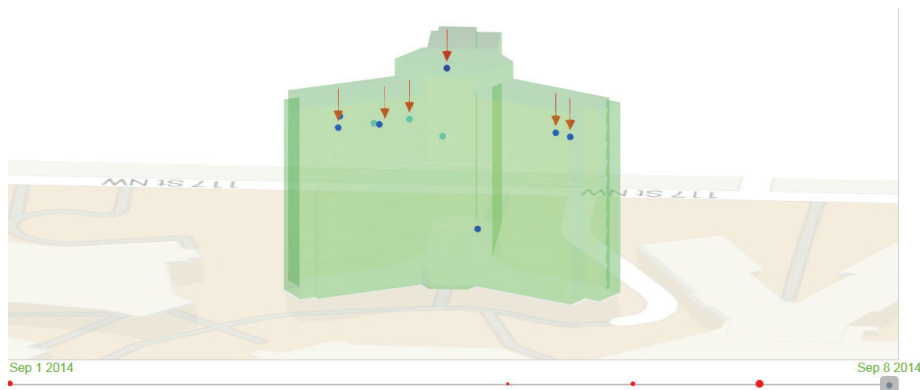
illness type over the past four days on a building by building and floor by floor basis. This enables them to react quickly to invoke internal disease outbreak protocols and notify appropriate departments such as the University's Public Health Response Team. If necessary clinicians can communicate with students directly via email to offer advice e.g. to recommend that they visit the clinic or emergency department.

## Current Caseload — What's Happening Now?





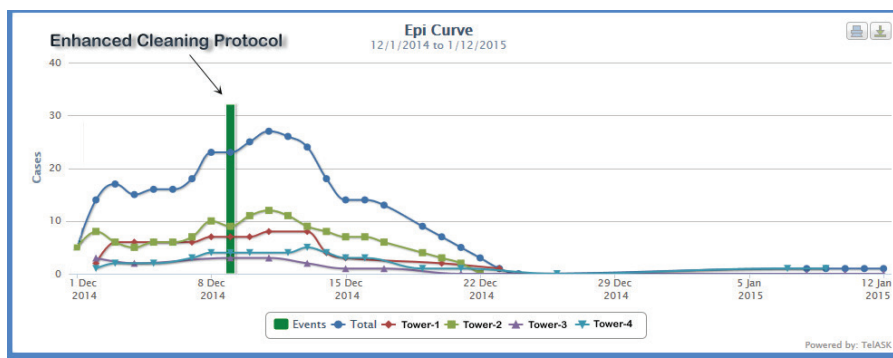
**Wellness Alert** offers a robust reporting suite including dynamic tools that render the incidence and types of disease reported daily over a defined period.



- ◀ Clinicians can pinpoint the exact location of all reported cases on 3-dimensional renderings of residence buildings.



- ◀ The progression of reported cases in a particular residence hall or floor is available in real-time and can be quickly assessed.



- ◀ Epi curves show the incidence of reported cases of a disease over time, and when reported symptoms start to drop off, give an accurate picture of how long an outbreak lasted. Remedial events e.g. cleaning protocols can be plotted.

## The Students Will Benefit

When students become ill, their academic performance is impacted. The National College Health Assessment survey (2013)\* indicates that over **15%** of students mention that cold, flu or a sore throat affected their exam results and academic performance during the school year. Wellness Alert can reduce the number of students who get ill and minimize the potential for disease outbreak in residence.

Policy permitting, Wellness Alert can be configured to enable students who are ill to request short term meal delivered to their room. Access to the University's exam deferral policy and a link to the required forms can be enabled.

## The University Will Benefit

Managers are being held to a high degree of accountability with regard to budgets. Wellness Alert can help the University avoid real costs associated with addressing outbreaks in residence some of which are:

- Cost of supplemental cleaning services
- Cost of making changes to food services or even closure of cafeteria facilities
- Increased need for residence staff to go floor to floor and room to room during an outbreak to track and report what is going on for Residence and Health Services

## Linkages

- ✓ **Wellness Alert** strengthens the linkages between a university's Health Services, Residence Services and Public Health Response team.

## Implementation

- ✓ TelASK provides a guide outlining best practices and procedures for implementation of Wellness Alert into existing daily work flows along with collateral materials for the promotional campaign, staff training and ongoing technical support.

### FURTHER INFORMATION

#### **Peter Fallis**

President, TelASK Technologies Inc.

[pfallis@telask.com](mailto:pfallis@telask.com)

613 688-4991

► [telask.com](http://telask.com)

\*American College Health Association. American College Health Association-National College Health Assessment II: Reference Group Executive Summary Spring 2013. Hanover, MD: American College Health Association; 2013