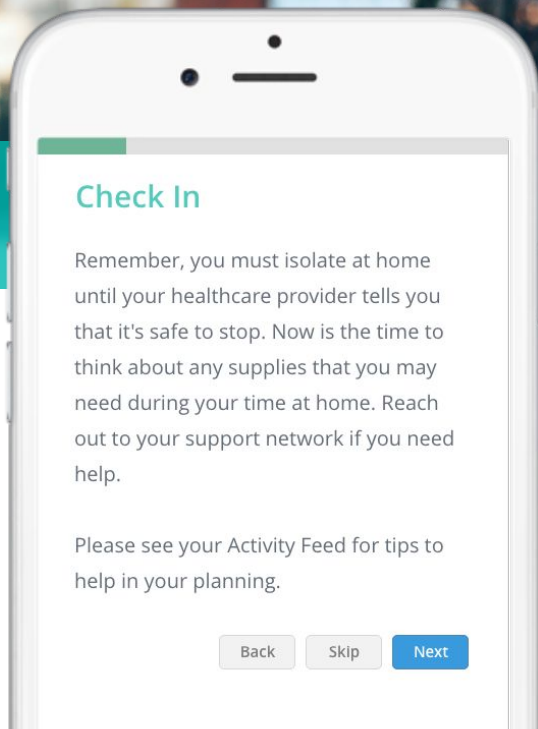


COVID-19 Digital Care Plans

WHAT IS GETWELL LOOP?

GetWell Loop™ is a digital care management solution that allows care teams to engage all patients across different episodes of care through automated virtual check-ins. By sending and collecting the right information at the right time, our solution identifies patients in real time who need help. Care teams are able to reach more patients and proactively intervene before costs and complications escalate, and patients feel like their care team is with them at each step.



INTRODUCING COVID-19 DIGITAL CARE PLANS

GetWell Loop has a library of 230+ digital care plans covering both procedural episodes and chronic conditions. We now offer COVID-19 care plans developed in collaboration with Froedtert & the Medical College of Wisconsin, The George Washington University School of Nursing, LifeBridge Health, and Sanford School of Medicine, USD. The content is developed and maintained based on information and guidelines provided by the Centers for Disease Control (CDC) and World Health Organization (WHO). Our COVID-19 care plans focus on enabling remote engagement, monitoring, and education so that provider organizations can successfully mitigate capacity overload and effectively vaccinate employee and patient populations, while continuing to optimize revenue.



*Pediatric version available

HOW CAN GETWELL LOOP HELP WITH COVID-19 POPULATIONS?

Healthcare organizations can enroll patients onto the relevant COVID-19 care plan using GetWell Loop's clinician interface. Patients will then receive an email inviting them to activate their Loop.

FOR PATIENTS

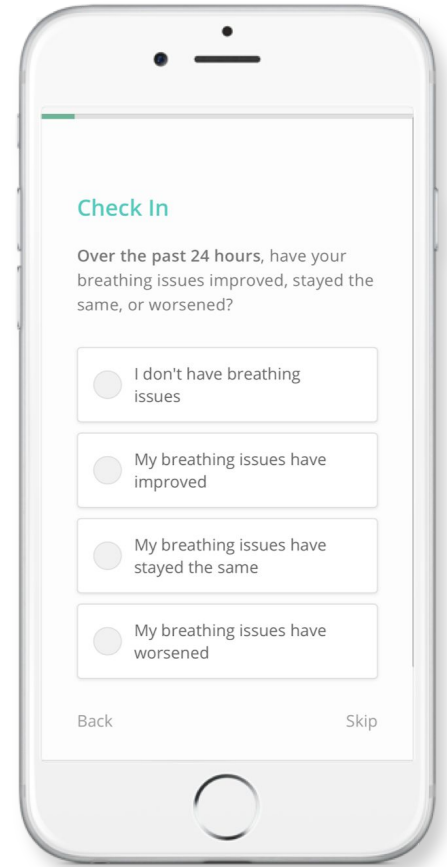
- Reduces anxiety through timely empathetic communication
- Educates on how to self-monitor and self-manage symptoms
- Provides updates and resources on COVID-19
- Focuses on overall wellbeing by directly addressing mental health, managing stress, anxiety, and isolation
- Reports symptoms or vaccine side effects to their care team in real time (e.g., breathing difficulty, worsening fever) and communicates questions or concerns

FOR PROVIDERS

- Scale the impact of the care team through remote patient monitoring
- Receive real-time alerts when symptoms worsen
- Prioritize patient needs and acuity at scale
- Reduce unnecessary inbound calls from patients
- Offer a communication platform that is able to reach a large number of impacted patients
- Gain insights to better support vulnerable populations (demographic data, risk factors, economic instability, food insecurity, access to care)

FOR HEALTHCARE EMPLOYERS

- Lower anxiety for employees using empathetic communication and clear guidance during a stressful time
- Provide insights into who may be safe to return to work after exposure or a positive COVID-19 diagnosis
- Increase productivity through automated communication to all impacted employees
- Reduce transmission with active symptom monitoring to facilitate contact tracing within the workforce
- Triage employees who may need a virtual visit or hospitalization



Example COVID-19 check-in

BY THE NUMBERS

200+

hospitals live on COVID-19
Digital Care Plans

200K+

patients reached

90%

activated patients who engage with
GetWell Loop

89%

patient satisfaction with the
GetWell Loop experience

Active Crisis Phase

MITIGATING CAPACITY OVERLOAD BY ENABLING REMOTE CARE

COVID-19 Active Symptom or Exposure Loop* (16-day care plan)

- For patients with active symptoms or known exposure
- Prompts patients with up-to-date instructions for self-management, quarantine, and symptom reporting
- Monitor at-risk populations at scale, prevent transmission, and reduce hospitalizations

*Pediatric version available

COVID-19 Self-Monitoring Loop (16-day care plan)

- For the “worried well” with no symptoms or known exposure
- Educates patients on latest guidelines and known symptoms
- Reduces unnecessary testing and calls to the care team

COVID-19 Healthcare Employee Loop (16-day care plan)

- For healthcare employees who are self-isolating due to active symptoms or a positive COVID-19 diagnosis
- Provide tailored content to manage and monitor staff while addressing occupational health and stress management

Seasonal Volatility Phase

REOPEN, RECOVER, AND MANAGE LOCAL AND SEASONAL VOLATILITY

COVID-19 Recovery Loop (30-day care plan)

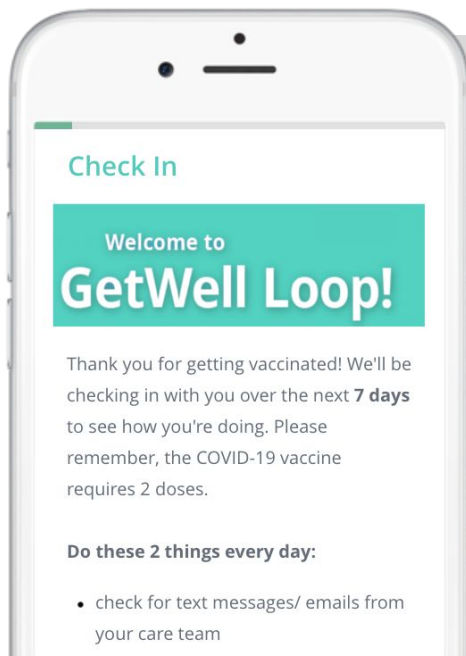
- For patients recently discharged after being hospitalized with COVID-19
- Enable patients to manage at home, preserving critical hospital capacity and resources
- Identifies warning signs and helps the care team intervene quickly when needed

COVID-19 Surgery Preparedness Content

- For patients as they prepare for surgery
- Communicate safety protocols and provide reassurance that the hospital is a safe place to visit
- Content can be dropped into any existing Loops

Flu Prevention Content

- Increase the percent of patients receiving flu vaccines to reduce community prevalence and transmission
- Debunk common myths and inform patients of the importance of vaccinations
- Content can be dropped into any existing Loops



Initial Vaccination Phase

VACCINATE + MONITOR EMPLOYEES AND PATIENTS

COVID-19 Vaccine Loops*

- Loops designed for patients receiving multi-dose vaccines
- Reduce anxiety and build confidence in the vaccines
- Educate patients on multi-dose requirements, encourage second dose compliance, and create awareness about anticipated side effects

Coming Soon

- *COVID-19 Daily Staff Assessment Loop*
- *COVID-19 Vaccine Awareness and Self-Scheduling*

*Supporting Pfizer and Moderna vaccines