



Expected WellHealth Patient experience

Testing journey visualized from considering getting a COVID test to knowing results

Where to find testing sites & register for a test

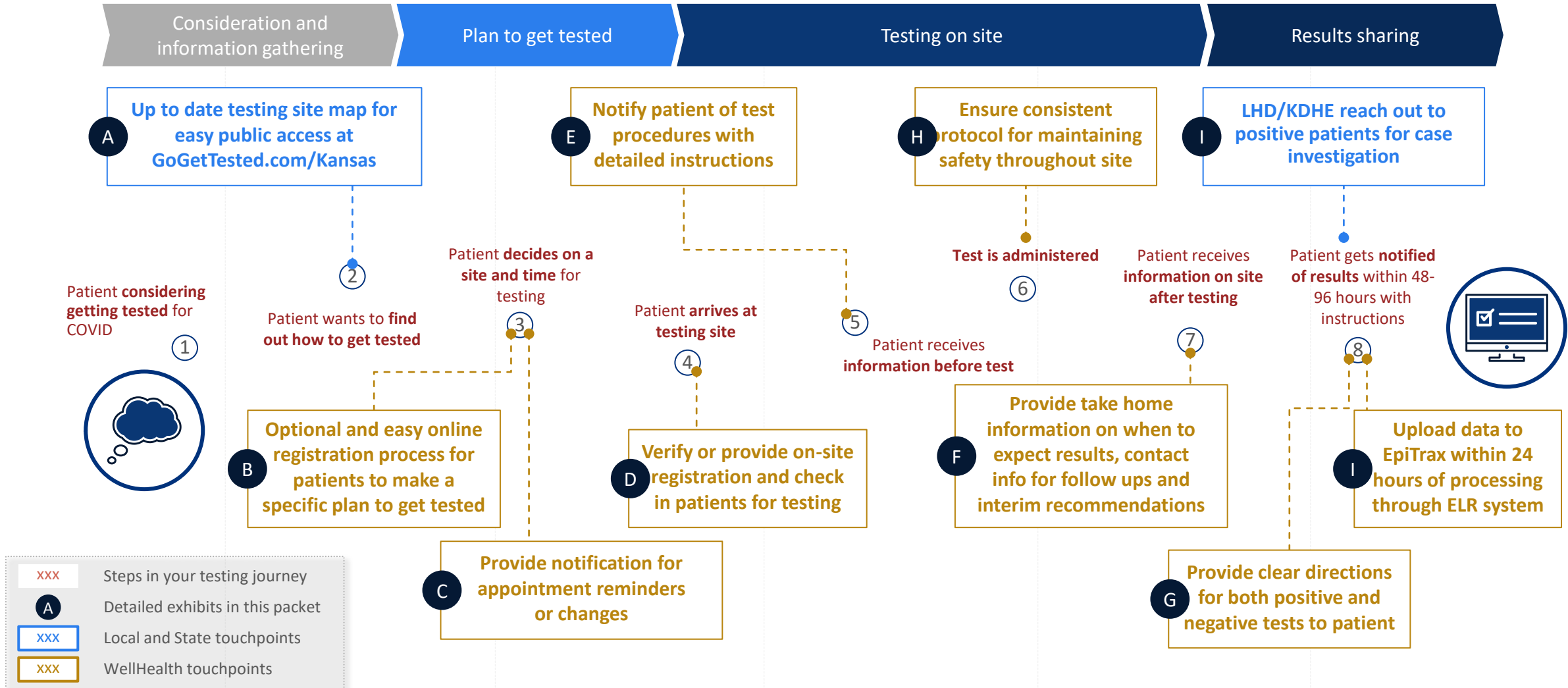
What to expect upon arrival at a testing site

How sampling is conducted and what patients receive while they await results

Results reporting and guidance for positive cases



From search to satisfaction: Full patient journey to getting COVID tested via WellHealth



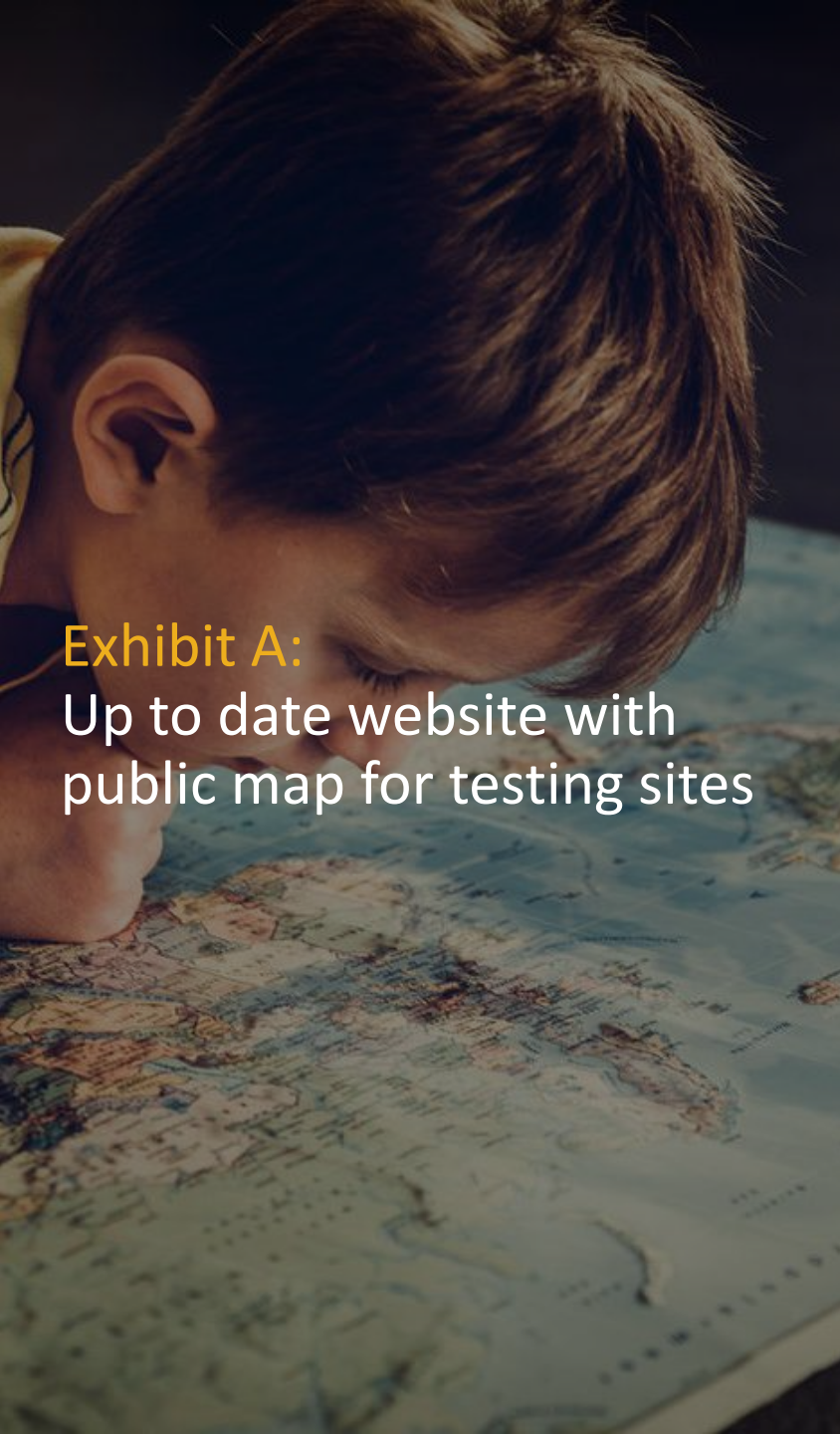


Exhibit A:
Up to date website with
public map for testing sites

 **GoGetTested.com/Kansas**

STOP THE SPREAD
IT'S UP TO US, KANSAS

The state of Kansas has partnered with GoGetTested.com to bring fast, easy, accurate COVID-19 testing to all Kansans.

BOOK A TEST

Where can you get tested?
See all Kansas COVID-19 testing sites and book here. Availability updates automatically every 60 seconds.

Test Sites	Avg. Result Time	Test Walk Time
408	48.0h	< 30m

Next Available: **Thu, 10 Dec 2020 @ 9:00 AM**

1. Lamed – Escue Chapel
1220 Carol Ave, Lamed, KS 67550
Services: COVID-19 Test
Operated by WellHealth Management LLC

Test Sites	Avg. Result Time	Test Walk Time
392	52.3h	< 30m

Next Available: **Tue, 8 Dec 2020 @ 9:00 AM**

2. Newton – Newton High School
900 W. 12th, Newton, KS 67114
Services: COVID-19 Test
Operated by WellHealth Management LLC

Site contents:



-  Updated newsfeed
-  Official announcements
-  Test site map
-  FAQs
-  and more!



Exhibit B: Online registration form for testing

Online registration portal allows patients to submit information ...

Contact details

Who's getting tested?
Please enter the details for the person getting tested.

First Name

Middle Name

Last Name

Enter the patient address

Street

City

State
Alabama

And, your email for your results

Email

By choosing next, I acknowledge that I have reviewed and electronically agree to the [terms and conditions and terms of use policy](#)

Contact information used to communicate results to you

COVID risk summary

Are you currently experiencing any of these symptoms?

Fever

Shortness of breath

Cough

Chest pain

Other symptoms

Lack of energy

Please select all locations that you have visited in the past 14 days.

Bars/Restaurants/Cafes

Gas Stations/Electric Charging Stations

Medical Offices

Office Buildings/Classrooms

Retail/Grocery

Places of Work

Public Parks

Any other public places

Any pre-existing health conditions?

Heart Disease

Diabetes

Respiratory conditions

Auto-immune

Other Conditions

Allergies

Have you come into contact with someone who has a lab confirmed Covid-19 result?

YES

NO OR NOT SURE

COVID risk questions used to determine severity of positive results and inform guidance

Demographic information

Please select your gender

MALE

How would you describe yourself?

American Indian or Alaska Native

Asian

Black or African American

White or Caucasian

Native Hawaiian or Other Pacific Islander

Other

Are you of Hispanic, Latino, or Spanish Origin?

YES

NO

Anonymized demographic information collected for reporting

... and make an appointment within 10 minutes

Choose your location

58 locations found.

Dodge City -- Western State

Here are the next available test dates in your area

Monday December 07, 2020

Test Slots
536

Choose your test time

9:00 AM - 10:00 AM

9:00 AM

9:00 AM

9:00 AM

9:00 AM

9:00 AM

9:00 AM

9:00 AM

9:00 AM

9:00 AM

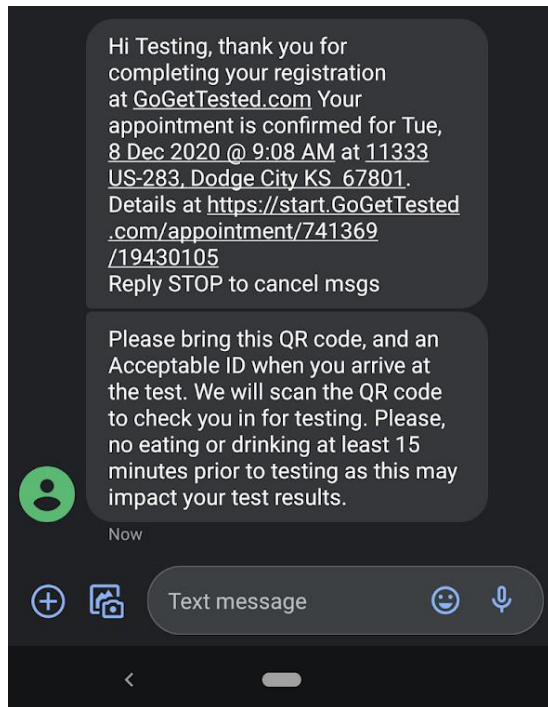
NEXT

Specific site, day and time confirmed after questionnaire

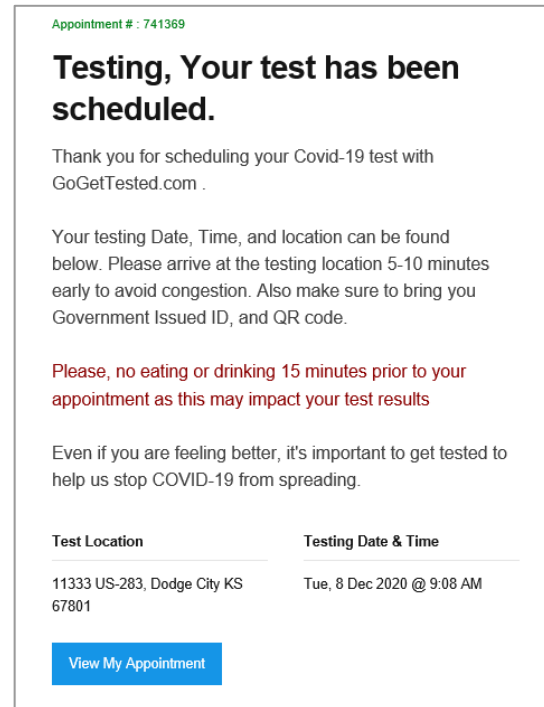


Exhibit C: Notification system for appointment reminders or changes

Patients are notified by text message or email of appointment ...



SMS notification



Email notification

... with similar notifications alerting changes or cancellations

Site Closures/Issues

Hi (First Name), we've had to close the testing location where you have registered for your COVID-19 test. We apologize for the inconvenience this may cause. Please visit GoGetTested.com and register for another appointment at a convenient location. Thank you for choosing GoGetTested.

Address Change

Hi (First Name), we've had to change your testing location to a different address. If you're unable to make it to your appointment because of this change, please visit GoGetTested.com and register for another appointment at a convenient location.

Inclement Weather

Hi (First Name), due to inclement weather, we've had to delay opening the testing location where you have registered to 10am. This may change depending on the weather. We apologize for the inconvenience this may cause."



Exhibit D: Check in process simplified for self-registered patients



Digital self-registration

- Patients can register on-site through GoGetTested.com/Kansas ahead of time
- Patients who have not made appointments previously may register while waiting in line in their vehicles



Verification

- Patients identification and appointment confirmation upon entrance into the site
- Patients will remain in vehicle for duration of testing



Check in and Patient Search

- QR code is scanned at check-in to initiate testing process
- For patients having difficulty producing QR codes, on-site staff can search database to locate and initiate testing process

Guided registration available on-site with trained personnel to register those who are unable to self-register


Patients unable or unwilling to pre-register on a computer or mobile device can register at the site








Exhibit E: Instructions on collecting samples

- 1 After check-in, patients are instructed to collect saliva in their mouth and to gradually drool the saliva into the vial provided. The vial must be 1/4 full or 1 ml
- 2 Patient then advance to the sample collection checkpoint where a team member verifies sufficient saliva is collected and instructs the patient to seal the lid on to the vial tightly
- 3 A team member holds the collection bag open for the patient to drop the vial in the collection bag. Team members do not touch the sample

Instructions found in website FAQs and given to patients with QR code

GO GET  TESTED .com

- 1  Spit into funnel until the amount of liquid (not bubbles) reaches the fill line shown in picture #1.
- 2  Hold the tube upright with one hand. Close the funnel lid with the other hand (as shown) by firmly pushing the lid until you hear a loud click. The liquid in the lid will be released into the tube to mix with the sample. Make sure that the lid is closed tightly.
- 3  Hold the tube upright. Unscrew the funnel from the tube.
- 4  Use the small cap to close the tube tightly.
- 5  Shake the capped tube for 5 seconds. Discard or recycle the funnel.



GO GET TESTED



Thank you for choosing GoGetTested for your COVID-19 testing

This guide will help answer your questions and inform you of what to expect after your test.

Most people will have their results in 48 hours, some results might take 96 hours. Your results will be sent via smartphone text message and email using the number and email on file. Results will include a lab report that may be used for work, school, or travel. If you don't have access to a smartphone or email, you can call 1-877-837-4371 (1-877-TEST-GO1) after 72 hours to inquire about your results

What should I do while I wait for my results?

Isolate yourself away from other people while you wait for your results to avoid spreading the virus. Even if you don't have symptoms, you can still infect others if you are sick.

Practice healthy habits:

1. Cover your cough, or sneeze into your elbow or a tissue.
2. Wash your hands often with soap and water for at least 20 seconds or use alcohol-based hand rub if soap and water are not available.
3. Clean and disinfect objects and surfaces regularly, including your phone.

Monitor your symptoms

1. Check your temperature twice a day.
2. Keep your journal of fever, cough and other respiratory symptoms.
3. If your symptoms get worse, seek medical care

If you must leave home, such as to seek medical care, wear a protective face covering and stay at least 6 feet away from others.

What should I do if my test is positive?

Continue to self-isolate at home, limiting contact with anyone in your home, until you meet these three criteria:

1. At least 10 days have passed since your symptoms first appeared (or 10 days have passed since you were tested if you never had symptoms) AND
2. You have been fever-free for at least 24 hours without using fever reducing medication
3. Your respiratory symptoms, such as cough and breathing, have improved

Please note that your Local Health Department may reach out to you for case investigation if you test positive.

Do NOT go to work. Notify your place of employment of your positive test result. Seek medical care if your symptoms worsen. Go to the emergency room for serious symptoms, including persistent chest pain, difficulty breathing, new confusion, inability to wake up or stay awake, or bluish lips or face.

What should I do if my test is Negative?

Remember, a negative test result does not mean you may not get a COVID-19 infection at a later time. Continue to reduce your risk illness.

1. Practice social distancing
2. Wear a mask
3. Wash your hands frequently

If you have questions or concerns, GoGetTested can be reached Monday through Friday, 8am-5pm CST.

- By Phone: 1-877-TEST-GO1 (837-4371)
- By Email: support@gogettested.com
- Live Chat: www.gogettested.com

Exhibit F: Take home pamphlet given to everyone after test administration



After testing is complete, patients are provided with an instructional flyer with

- FAQs
- Next steps
- General guidelines for symptomatic or exposed patients



Support information for multiple channels (phone, email, live chat) is provided for further assistance



Additional information may be supplemented at sites at discretion of the Local Health Department



Exhibit G: Result communication and follow-on instructions

Test results are communicated to patients via SMS and email

Patients are directed to a private, secure link to access results online

GO GET TESTED

Facebook Twitter Instagram

Ahmad, Your Covid-19 Test Results

Your GoGetTested.com results are available to view online. Please follow this link to view your results.

View My Test Results

Hi [redacted], your [GoGetTested.com COVID-19 test results](https://start.GoGetTested.com/r/672f5f7d-9cc9-4552-868f-0f55b931d48f) are available. Please follow this link to view your results <https://start.GoGetTested.com/r/672f5f7d-9cc9-4552-868f-0f55b931d48f>

reply STOP to cancel msgs
reply STOP to cancel msgs

GO GET TESTED

Your test result is:

NEGATIVE

Your test results confirm that you **DO NOT** have COVID-19

SEE MY LAB REPORT

Have more questions, read our FAQ's

VIEW FAQ'S

Patients without access to email or SMS can call the GoGetTested call center and receive results securely

WellHealth providers review each positive result, including patient medical history, and initiate contact within 1-2 days to discuss with patient during follow up consultation