A summary of key points on issues
impacting the Clark County School District.
February 25 v2, 2021

emocha Health Mandatory Daily Screening

As the Clark County School District (CCSD) transitions to opening all of our elementary school campuses on March 1, 2021, for students in Pre-Kindergarten through Grade 3, the District is partnering with emocha Health to provide a tool to track daily symptom monitoring required for all employees.

emocha Health will provide District employees with daily opportunities to screen their own health in a simple, easy-to-use mobile app or through a web-based application prior to arriving at the worksite. If an employee does not have access to technology, he/she should monitor his/her symptoms on a paper questionnaire at home. If the employee does not have access to technology outside of the worksite, and is not symptomatic, the employee may complete the symptom monitoring through emocha Mobile Health at the worksite immediately upon arrival.

PROGRAM OVERVIEW

How does the program work?
CCSD is launching a mandatory daily screening and monitoring program in partnership with an innovative digital health company -- emocha Health -- to create a simple, easy, and effective daily self-screening program. All eligible participants will receive a unique link via email to download and register emocha's HIPAA-compliant mobile app, and then log in to submit daily health checks. These virtual check-ins include a brief series of questions on symptoms, exposure status, temperature reading, and test results. Once participants have logged their answers, they will receive a color-coded digital badge that indicates daily status. You will also be notified through the app or through an email from emocha if you are selected for randomized COVID testing.

What is the purpose of this program? Why should I participate?
This program is designed to provide CCSD employees with the tools needed to assess and monitor their health risks. Your commitment is the key to the program's success: a safe school environment for you, your colleagues, and your students.

How long do I need to participate in this program?
The emocha program is a **quick and easy daily experience**. In order for this program to be successful, all eligible participants need to check-in via the emocha mobile app each morning. The entire process will take no more than 60 seconds.

I don't have a smartphone, can I still participate?
Yes, you can still participate. If you do not have a smartphone, we offer a web-based check-in portal where you can submit your daily check-ins. You can access that link at https://checkin.emocha.com/ccsd. . If an employee does not have access to technology, he/she should monitor his/her symptoms on a paper questionnaire at home. If the employee does not have access to technology outside of the worksite, and is not symptomatic, the employee may complete the emocha symptoms monitoring at the worksite immediately upon arrival.

How do I learn about doing my daily virtual health checks?
Your district will provide resources to help you understand the simple, basic steps involved in daily health checks. The initial enrollment email will additionally provide step-by-step instructions. You can learn more by visiting newsroom.ccsd.net/emocha

What do the colored badges mean?
After each daily health check, you will receive a color-coded digital badge within the emocha mobile app that indicates your status. A yellow badge indicates that a symptom, fever, exposure to COVID-19, or positive test was reported, while a green badge indicates that no symptoms, no fever, no exposure to COVID-19, or that a positive test was not reported. A green badge with a yellow thermometer icon indicates a check-in with no temperature reading, which is acceptable for the employee to report to work with this badge

What do I do if I have a yellow-colored badge?
If you have a yellow-colored badge you will need to contact the emocha Health nurse at 702-799-0298 to discuss COVID-19 testing options.

Is emocha a clinical program?
No, this is not a clinical program. Healthcare professionals & providers are the best resource for any clinical or medical advice.

Do all CCSD employees have to participate in this program?
Yes. To help keep yourself, your coworkers, and your loved ones safest as possible during this time, completing your emocha questionnaire is required before entering a CCSD building for the first time of your shift. You can either use the mobile application or the web based portal to monitor your symptoms. If an employee does not have access to technology, he/she should monitor his/her symptoms on a paper questionnaire at home. If the employee does not have access to technology outside of the worksite, and is not symptomatic, the employee should complete the emocha symptoms monitoring at the worksite immediately upon arrival.

PROGRAM ELIGIBILITY

Who is eligible to participate in this program?
All employees of Clark County School District are required to complete symptoms monitoring through the emocha app or online web portal. If an employee does not have access to technology, he/she should monitor his/her symptoms on a paper questionnaire at home. If the employee does not have access to technology outside of the worksite, and is not symptomatic, the employee may complete the emocha symptoms monitoring at the worksite immediately upon arrival.

SECURITY + PRIVACY

Is there a consent form to enroll?
Yes. As this program involves protected health information (PHI), you will need to provide your legal consent to use the application. You will be asked to provide consent the first time that you log into the app. If you opt to use the web check-in portal, you will be asked to consent each time you check in.

Will my privacy be protected when using the emocha mobile app for the program?
emocha Health's technology was initially conceived by clinicians and public health scientists at Johns Hopkins University in 2008, making emocha Health one of the first mobile health platforms ever. All emocha Health applications comply with HIPAA regulations on how to handle protected health information (PHI), including—but not limited to—secure encryption of data, access controls, and industry-standard best practices. All private health or medical information received from emocha Health users is held in strict confidence as required by law.

Is emocha HIPAA compliant?
emocha's app is fully HIPAA compliant, with end-to-end data encryption. Everything on the app, including submitting a video, is private and secure. It will only be accessed by emocha's Patient Solutions team, composed of public health specialists.

Does the emocha app track my location using GPS or other geolocation data from my phone?
No, the emocha app does not capture or use geolocation data.

EMOCHA HEALTH

Who is emocha Health, the technology partner?
emocha Health provides Digital Adherence Programs powered by humans and technology to support patients with medication adherence. Since 2015, a version of emocha has been used for monitoring public health outbreaks, including Ebola. emocha has recognized the need to apply its experience to respond to the COVID-19 pandemic, and has pivoted its work to provide remote symptoms self-screening services. emocha's team of public health experts provides monitoring and engagement for participants within workplaces, schools, and retailers across the country.

Do I need to use the emocha mobile app each day?
Yes. You need to use the emocha mobile app to check in each business day, or use emocha's web check-in portal while you are a participant. If an employee does not have access to technology, he/she should monitor his/her symptoms on a paper questionnaire at home. If the employee does not have access to technology outside of the worksite, and is not symptomatic, the employee may complete the emocha symptoms monitoring at the worksite immediately upon arrival.

Is it easy to register using the emocha mobile app?
Yes, registration involves a few quick and simple steps. Our process enables participants to create their own username and password before downloading the app and logging in. The mobile app user guide can be found here.

What if my unique link to register expires?
If your unique link expires, you can click on the expired link and request a new enrollment link.

Can I use the emocha app from any device?
Yes, the emocha app can be used with any mobile device. During enrollment, the email address associated with the account will receive the welcome email, and prompt the recipient to create a username and password, download the app, and log in. Those credentials can also be used from other phone numbers or devices.

I need help accessing the emocha mobile app -- what can I do?
For technical support from emocha or assistance downloading the app, please contact emocha Health directly at (775) 235-6007 from 6 a.m. to 4 p.m., Monday to Friday Pacific Time. You may also email helpdesk@emocha.com.

Where can I download the emocha app?
Each participant will receive an email with a unique link for enrollment. During your enrollment, you will be asked to download the emocha mobile app, and you will receive clear directions for how to log in.

If you believe that you should have received a link to create an account and download the app, you may contact emocha at (775) 235-6007 from 6 a.m. to 4 p.m., Monday to Friday Pacific Time. You may also email emocha at helpdesk@emocha.com.

You can also download the emocha asynchronous video DOT application from the Apple App Store or the Google Play Store.

Should I enable push notifications for the emocha app?
Yes. We recommend that you enable your app's push notifications so that you can receive reminders to submit daily check-ins.

How do I log into the emocha mobile app?
All employees who are participating in the program will receive an email with instructions on how to set up an account with emocha and download the app. Please note that the account setup link provided in your email will expire after 24 hours. If your link has expired, click on the link and request to have a new one sent to you.

KEY CONTACT INFORMATION

Is there chat support inside the emocha mobile app?
Yes. The emocha app offers a HIPAA-secure 2-way chat so that you can reach the team of Engagement Specialists. emocha can respond to questions submitted through this chat. In addition to this FAQs page, your district may provide additional resources to support participants in enrolling in emocha. Visit newsroom.ccsd.net/covid-19 for more information.

Can I call emocha if I have a technical or program question?
Yes, you can call emocha at (775) 235-6007.

Can I email emocha if I have a technical or program question?
Yes, you can email emocha at helpdesk@emocha.com.

If I get a yellow badge, do I contact you or do you contact me?
If you receive a yellow badge, you will receive a message with instructions based on the policies and protocols established by your district.