

# Verily Pathfinder Virtual Agent Template for COVID-19

## User Guide

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Software Version: COVID-19 Pathfinder 3.x

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# Product Documentation

The Verily COVID-19 Pathfinder virtual agent template is intended to automate simple tasks of healthcare providers by providing the user with aggregated and contextually relevant guidance with respect to the COVID -19 disease from validated sources. This system is not intended to be used for the diagnosis or treatment of COVID-19.

The Verily COVID-19 Pathfinder virtual agent template provides users with tailored guidance based on their COVID-19 symptoms, exposure, and information relevant to personal health in a conversational manner on multiple platforms (phone, sms, web browser, mobile web) once imported into a compatible natural language understanding platform such as Google Cloud's Dialogflow platform.

## About this Guide

The Verily Pathfinder virtual agent template for COVID-19 can provide information about the COVID-19 disease, help patients understand symptoms and their possible severity, and guide them to the most applicable information based on their inputs -- all from a health system's chosen web service, when imported to the Google Cloud Dialogflow tool and implemented as part of a Rapid Response Virtual Agent.

Verily has curated the content of the Virtual Agent template, including frequently asked questions and up-to-date information sourced from the organizations listed above to make it easier to develop a Rapid Response Virtual Agent by any health care system. We want to streamline management on the front lines so their teams can focus on delivering care.

**It is important to note that the Dialogflow platform can be used to create or customize the virtual agent even further based upon the needs and capabilities of each organization and their available resources. Please contact the Google Cloud team ([support link](#)). Verily is not responsible for the modified content or usage of the tool.**

The main features of Pathfinder virtual agent template include:

- **Easy, quick implementation:** we provide a curated template developed in partnership with the Google Cloud team to enable a faster deployment of Contact Center AI

- **Automatic access to content:** core content is sourced from official public health organizations and updated regularly by Verily.

## License Terms Applicable to Verily COVID-19 Pathfinder Virtual Agent Template

In order to utilize Verily COVID-19 Pathfinder virtual agent template (the “Template”) the person who downloads the Template (“you” or “customer”) must abide by the terms of the open source license under which the Template was made available to you by Verily Life Sciences LLC and available on [this page](#).

# Part 1: User Interface

The final interface of the Pathfinder Virtual Agent will be determined by the customer's platform. The purpose of the system is to be understood and successfully navigated without any training by an end user from a mobile, web, phone or SMS platform. A representative image of its usage on a web platform has been provided here for context.

covid-19-screener

- Shortness of breath (not severe)
- Cough

No

Have you traveled internationally in the last 14 days?

No

**In the past 14 days, have you had close contact\* with someone diagnosed with COVID-19?**

\*Within approximately 6 feet (2 meters) for a prolonged period of time while caring for, living with, visiting, or sharing a healthcare waiting area with the person, or having direct contact with infectious secretions, such as being coughed on.

Yes No

Ask something...

The end users may interact with the Pathfinder Virtual Agent via:

- Website integration
- Mobile website integration
- Text messaging resource
- Phone tree resource

All these methods will be configured by the partner site. It is possible to use some, but not all, of these channels for communication.

# Adding Content

Verily has sourced the content of the Virtual Agent from public guidance from top clinical sources.

To contribute feedback related to the core custom content of Verily's Pathfinder Virtual Agent, you can contact Verily User Success at [covid19pathfinder@verily.com](mailto:covid19pathfinder@verily.com).

If you'd like help from Google to quickly build and implement a customized Contact Center AI chat and voice bot, please see more information [here](#).

## Part 2: Technical Integration Steps

Please follow the integration steps provided by the Google Cloud Dialogflow team here to import the [Virtual Agent](#).

## Part 3: Content

### Chat Logic

Based on the questions posed by the user to the Virtual Agent, answers are provided based upon a curated content list.

The basics of the Dialogflow system have been described in detail by the Google Cloud Team [here](#)

### Content Sources

Verily's clinical team has sourced information from top quality resources, and modified it to be highly accessible, with a target reading level of 5th grade. In addition to general COVID19

information, this resource includes specific information for people with conditions that may change the way COVID19 is treated, or modify the impact it has on the individual. Verily uses the following sources for this content:

- Centers for Disease Control (CDC)
- World Health Organization (WHO)
- Johns Hopkins Medicine
- The American Lung Association
- The American Heart Association
- The American Diabetes Association.

## Routine Servicing

Due to the evolving nature of the COVID-19 pandemic, the guidance provided by publicly accepted sources may change. Verily is actively monitoring guidances and their impact upon the Pathfinder system. Routine updates shall be made available to the user as soon as reasonably possible.

A description of any change(s) shall be provided in the software release notes.

A date stamp of the source is visible in the “Versions” section of the terms of the open source license under which the Template was made available to you by Verily Life Sciences LLC.


# Part 4: Contacting Verily User Success

## Contact support

We care about our customers. If you're having problems with Verily COVID-19 Pathfinder virtual agent template, you can contact the Verily Life Sciences LLC support team via the following email address:

[covid19pathfinder@verily.com](mailto:covid19pathfinder@verily.com)

Please do not email any information that may be personal health information.

	Verily Life Sciences LLC 269 East Grand Avenue South San Francisco, CA 94080
	v3.x and above

A paper copy of the IFU will be provided, if requested, at no additional cost to the user.

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