

> COV2WORDS

Challenge 307

> the team

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> the challenges

> challenge one:

Many COVID-19 emergency hotlines are overloaded - even those for recommendation requests.

> challenge two:

Due to privacy issues, the medical history of the patient and the answers he gave are lost after he has called the corona hotline.

> challenge three:

Many people, especially the older risk group, can't use internet applications, for self triaging.

> the solution

In close cooperation with Dr. Alexander Thieme from the Charité Berlin we have developed a phone hotline solution of a recommendation questionnaire (CovApp).

In addition to the complete mapping of the questionnaire, we also focused on the transfer possibilities of the evaluated data into a hospital information system, taking into account data protection.

All answers are not encoded into a complicated code, they are encoded into a simple word pair that is easy to remember.

Our solution can be accessed at www.cov2words.com

> the benefits

- The outstanding aspect is that everyone can easily integrate Cov2Words into their system
- Our approach is multilingual
- Our solution is completely based on easily scalable cloud based web services

In order to ensure the optimum of our health care system, it must be made scalable through solutions like COV2WORDS, that rely on proven technology.

> next steps

> extend our partnerships:

Expansion of our partnerships with **Charité Berlin** and **CSS insurance** to prove the value of Cov2Words.

> evaluate solution:

Besides partnerships, prove the experimental use of Cov2Words at Charité Berlin to obtain feedback to improve and finally **scale out** our solution.

> clarify application scenario:

We want to meet partners who like to support our project for clinical use. Additionally, legal requirements for production use must be identified.

> thank you.

www.COV2WORDS.com

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