

ANDREESSEN HOROWITZ

Coronavirus Apps From Around the World, Translated

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We translated coronavirus-specific parts of apps created by tech companies, startups and governments worldwide.

In this moment of crisis, we are all navigating a world of uncertainty. With daily news of horrific human (health) and economic costs, it is natural to feel helpless and paralyzed in fear.

We are sharing translated screenshots of COVID-19 app features in the hope of inspiring tech companies to innovate for this time of crisis: to find new ways to use their platform and reach in the fight against the virus.

The following slides cover a range of examples, from WeChat and its integration of Tencent Health to an app used to distribute face masks to the general public. This isn't a comprehensive list, but more of a starting point for all of us to think about how we can use our skills and knowledge of the digital world to fight this virus together, and win.

(We prioritized speed over design. Stay safe, wash your hands, and wear a mask if you go outside)

WeChat & Tencent Health

Tracking symptoms

As students return to schools, WeChat has created functionality to help parents and teachers track early symptoms in students.

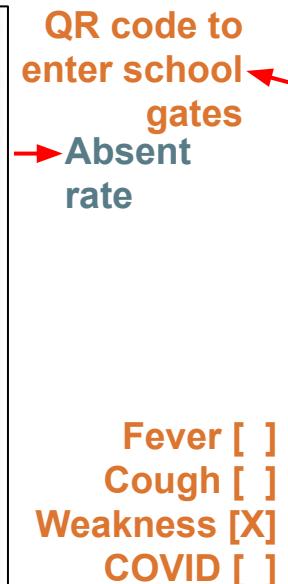
Tencent Health

This health portal, accessible via the Wallet in WeChat, has various information on COVID-19, including ways to look up nearby positive cases, the ability to search if you sat near someone who tested positive on a plane or a train, information on the correct way to wear a mask, and more.

WeChat Mini Program: Resume School Code (复学码)

Helps schools track each student's health and avoid transmission

The aim of this feature, according to Tencent: "when schools reopen, no matter whether it's primary schools, middle schools or universities, they can put up a school access barcode at the gate and let parents and outsiders scan via WeChat to enter school without hassle... (and) further manage people who enter schools"



分组	未反馈	已反馈	完成率
初中2019级18班	0	58	100.00%
初中2019级17班	0	69	100.00%
初中2019级16班	0	57	100.00%
初中2019级15班	0	58	100.00%
初中2019级14班	0	51	100.00%
初中2019级13班	0	56	100.00%
初中2019级12班	0	58	100.00%
初中2019级11班	0	52	100.00%
初中2019级10班	0	57	100.00%
初中2019级09班	0	58	100.00%
初中2019级08班	0	69	100.00%

Teacher/admin dashboard

Source: <https://www.reuters.com/article/us-health-coronavirus-china-tencent/tencent-rolls-out-new-health-tracking-code-aimed-at-chinas-students-idUSKBN21A1J4>

Inside WeChat Wallet

Tencent Health has dedicated its entire first page to COVID-19 information and tools

Domestic COVID cases

New cases yesterday

of cases from abroad

Detailed stats + map

Medical tools:

Free consultation, mask 101,
nearby cases, self-diagnosis,
plane/train COVID tracker,
more



Make dr. appt, find dr.,
schedule physical, etc
(Non-COVID below)

Beijing view

Abroad

Cases

Deaths

Med. Dictionary
(like WebMD)



Tencent Health Feature

Self-reported, guided physical and mental health daily check-ins

Community / leaderboard tab



Built-in community: a virtual “whiteboard” of what other users are recording and reporting

A user in Hunan Province recorded her emotions at 10:37PM

Post an encouraging message to fight COVID-19 together

My notes tab



Anonymized user nickname

Record my condition (personal tracking tool)

My personal page on daily check-ins

- Body temperature
- Activities I did today
- Mood today
- Physical health, no COVID-19 symptoms
- Reported my status as of 12:40AM

Map of COVID-19 positive locations (city and street detail)

Beijing - all 79 jurisdictions



Subscribe to COVID-19 notifications for this region

Share

Edit data / cases

All time
52 days ago a COVID-19-positive person was here



Shareable format on social media is designed to spread the use of this map feature in WeChat for positive COVID-19 locations

CHATBOTS - Free, conversational AI-powered chatbots to help users self-triage and learn more about the virus, as well as prevention tips

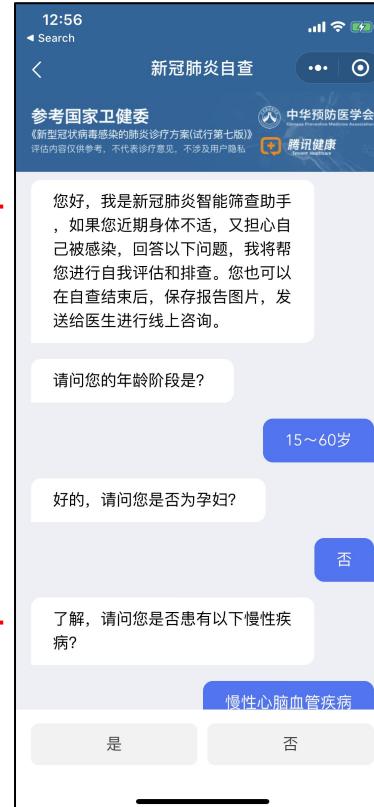
Topics you can ask me about include:

- 1) medical treatment fees;
- 2) chances of pneumonia;
- 3) picking the right masks;
- 4) how to prevent COVID-19 at home



If you are worried you have COVID, you can chat with me and I will help you with a self evaluation

Do you have long-term respiratory or heart health conditions?



- What's your age range?
- Are you pregnant?

PLANE/TRAIN TRACKER - See if passengers within seven rows of your seat tested COVID-positive

Look up
train or
flight
within last
30 days



日期	车次	车厢	出发地	目的地
2020.03.07	K267	17	北京西	郑州
2020.02.23	K9664	1	兰州	中...
2020.02.22	Z216	13	上海	兰州
2020.02.08	G420	11	宁波	北京南
2020.02.08	G420	12	宁波	北京南

→ COVID-19
preventative
reminders for
travelers

→ Train number and
schedule (date/time)
of trains with
COVID-positive
passengers

WORLDWIDE DATA - Country stats to track global spread

International
National
(China)
Stats on
the # of
infections,
deaths,
serious
cases,
travelers
Current
cases



Hubei
Province
Local / my
area
Cumulative
deaths

Cumulative
recovered
Current #
with serious
illness

Map of
cases
Domestic
(China) cases
Global
heatmap on
covid cases

Chart: global
(excluding
China) # of
new cases

Cumulative
cases (#)

New cases (#)

Share



COVID-19
prevention center
International
COVID news &
developments

Alipay, Tencent, & QR Tracking

Tracking cases

Developed and implemented within weeks, this Alipay color-coded QR system (at right) helps track where potential infected people have traveled, and can be accessed through both Alipay and WeChat:

1. Users fill in a form on Alipay with personal details and the software generates a QR code in one of three colors.
2. QR code checks are required to get on trains and subways, as well as some cafes, shopping malls, and restaurants
3. Yellow/red status may be given to someone who has had contact with an infected person, visited a virus hot zone, or reported having symptoms in the sign-up form.

Tencent recently rolled out a similar system within WeChat, specifically targeting back-to-school use cases for students returning to school and outsiders visiting schools

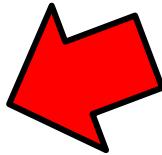


Green =
the person
can move
about
unrestricted

Yellow =
may be
asked to
stay home
for seven
days

Red =
two week
quarantine

Food delivery with the Ele.me app



The app shows users the body temperature of the courier

Credit: [@zhaomein](#) Twitter

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Mask distribution via app

Masks for protection

In Taiwan, people are able to receive three masks per person every week. To pick up their masks, users can download an app that locates the closest distribution store and shows how many adult size and kid-size masks are left in real time.

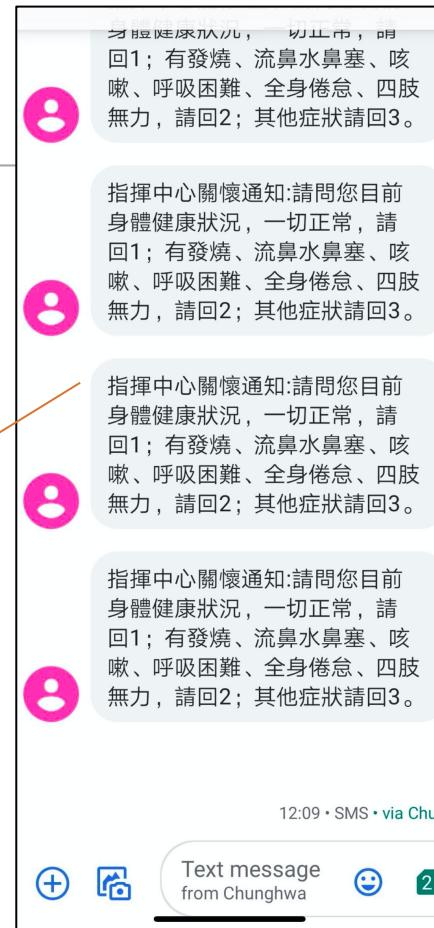
In addition, in Taipei*, quarantined people receive a daily text message:

Users can choose from the following responses:

1 if everything is OK,

2 if fever, runny nose, stuffy nose, cough, difficulty breathing, or general body weakness.

3 if other symptoms



*Similar case in South Korea

Timely Mask Map app (及时口罩地图), Taiwan

Refreshes every 60 seconds with the exact number of masks available, the store locations, and their distance from the user



Most recent refresh

Time for next refresh (every 60 sec)

Distance
Shop name
Address

of adult masks
of children's masks

Mask search
Full map view
About us

Timely Mask Map app's flow of finding masks

1. Click into shop



2. Get transit info, call shop, or share info to friends



Shop name ←
Address
Phone number

of masks: ←
0 adult
57 for children

Transit by: ←

Close/share ←

Developers have created more than 100 digital maps showing the location of masks using open data provided by Taiwan health ministries.



A sample map color-coded by % of adult vs. children's mask shipments still in-stock

Chinese TikTok & Toutiao (Bytedance)

Education & Information

Douyin (Chinese TikTok) provides general information on COVID-19, in addition to other helpful information, such as local job fairs, curated videos for distance learning, mental health resources, and informative videos from verified experts.

There's also a section for short videos related to COVID-19.



Bytedance's Douyin (Chinese TikTok) was the top app ranked by DAUs during China's initial shelter in place (Jan 24 - Feb 2)

Douyin's COVID Hub is home to educational, informational, and lighter-hearted content for making it through the quarantine

Live streams ←

Case tracking, live streams, online classes, live-stream recruiting, science experts, cases abroad, things to do at home, official notices, fact checks, relevant reading

Cases in: Hubei, China, Abroad

infected, # recovered, # deaths

Hubei cases last 9 days



Nearby cases (map or track train / plane)

Relevant videos
(choose between funny/informative)



MAP - National/regional COVID-19 case tracking

Conditions in Hubei ←

City tracker
City alerts ←

Relevant videos
(news/local) ←

Subscribe to local
alerts / share city
updates ←



Map of cases (browse entire country) ←

Virus icon = location with known case
Footprint icon = known case passed through

Browse location list
Train/plane case tracker
Share with friends



EDUCATION - Distance learning for all ages and virtual job fairs

Famous professors,
live streams, top
schools, programs

Filter by subject:
math, language,
science, cognitive
thinking



Filter by
grade level

Regional hiring
events

Upcoming hiring
events

Pre-register



- Recruiting events
- University job fairs
- Public classes for job seekers

Submit resume
Learn more

MENTAL HEALTH - Watch positive videos relevant to shelter-at-home

Informative videos
by science experts

Topic: protecting
oneself from
COVID-19

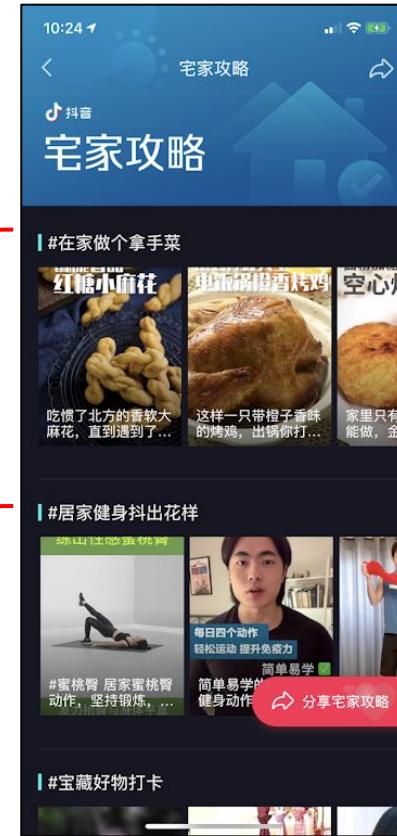
Topic: refuting
rumors

Topic: expert
announcements
Below: mental
health, uplifting
videos



#ExpertHomeMeals

#IndoorExercise
Season



FACT CHECK - Read verified sources and dispel or confirm rumors

News live feed, fighting COVID in unity videos, daily report, Bytedance donations, field videos*

News live feed



Search fact-check database
Red: Fake
Green: Verified



*Field videos are from hospitals, press conferences, airports, and vlogs

Toutiao - Most popular news app in China



COVID section (red)

Conditions abroad, new updates, Wuhan status, track train/plane, official updates

Status in: China, Wuhan, Abroad

Total #, current #, imported #

Suspected case #, death #, recovered #

Rumor dispelling, diagnosed celebrities, Wuhan articles/Q&A, medical services

COVID-19 section has a dedicated page on **diagnosed celebrities**, in addition to general statistics and information.

Mainstream apps add dedicated COVID-19 sections

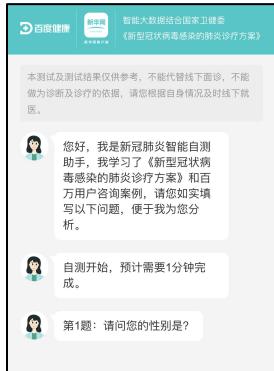
Dedicated sections in apps

From Weibo (“China’s Twitter”) to podcasting apps, many mainstream apps in China have now created new sections dedicated to COVID-19. The features range from accepting donations to supporting farmers by buying produce directly to online medical advice. For instance, on Baidu more than 100k doctors in China have responded to over 38 million inquiries about the virus.

What’s interesting to note is that these apps aren’t all news-related, but have used their distribution power to deliver content that they deem helpful, in addition to launching COVID-19-specific features.

Baidu's dedicated COVID channel includes a Q&A community with doctors, AI-powered chatbots and callbots and more

Free, online Q&A community with more than 100k doctors fielding 38M+ inquiries



→ Free, AI-powered chatbot with coronavirus information and news. A callbot makes automated calls to people checking travel status, health condition, etc.



→ Baidu maps with real-time road closures and heatmap of high-density areas, confirmed case locations, and locations of hospitals and clinics



In-app, live temperature monitoring via computer vision; thermal imaging of fellow transit passengers; and live notifications of potential COVID-19-positive people near you

Weibo - Pandemic charity giving (micro-donations & leaderboards)

List of charity projects,
view #supportdoctors
business leaderboards,
View #HelpPatients

\$4.6M+ donated
1.98 million donors

Tap charity project
to learn more



453+
corporate
donations
Total: \$1.4B+

Pinduoduo:
\$14M donated

Corporate leaderboard

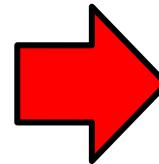
企业公益在行动	
企业公益在行动: 453笔, 共101.13亿元	
	@SwisseWellness 捐赠: 100万 (物资)
	@新华基金 捐赠: 250万
	@上海家化 捐赠: 300万 (款物)
	@卓尔公益基金会 捐赠: 2200万
	@涨乐财富通 捐赠: 1000万
	@楼氏文化 捐赠: 10.8万 (物资)
	@TORYBURCH汤丽柏琦官方微博 捐赠: 100万
	@拼多多 捐赠: 1亿
	@剑南春 捐赠: 2000万
	@伊利 捐赠: 2.8亿 (款物)

Weibo
accounts of
corporations
that have
donated

Ximalaya (#1 podcast platform) - News, sports, and the sharing of audio user-generated pandemic stories

Special section:
headlines from the
battle against COVID

COVID info, COVID
map, audio news
reports, audio sports
reports, personal
stories



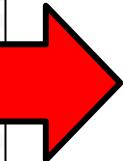
A dedicated
page for
user-recorded
love stories
during the
pandemic

Submit story to
popular podcast
or record now

Kwai (#2 short video platform) - Live streams, classes, and ways to support farmers through ecommerce

Live streams ←

Study at home,
nearby COVID cases,
doctor consultations
(via partnerships),
rural farm
ecommerce, transit
info, look up fellow
passengers COVID
statuses



→ Direct-to-consumer produce available for purchase that supports rural farmers. Watch videos from the orchards by tapping into shops.

TraceTogether (Singapore) and HaMagen “The Shield” (Israel) track contact with anonymous positive COVID-19 people and spaces

1 Users here can download the app on the Apple App Store or the Google Play Store.

SCAN TO DOWNLOAD



Help stop the spread of COVID-19 by turning Bluetooth on

If you had close contact with a COVID-19 case, we help the Ministry of Health (MOH) call you more quickly.

Your data is never accessed, unless you were near a confirmed case.

I want to help



2 Users have to input their mobile phone number for MOH to be able to contact them quickly. The number is the only data collected by the Government through the app.



Enter your mobile number to be contacted
+65

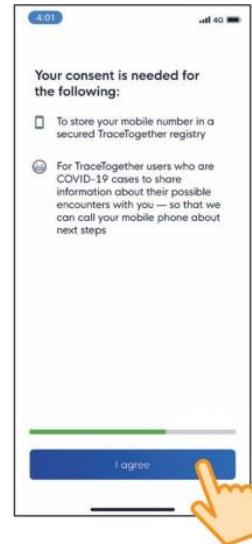
We'll text you a One-Time Pin (OTP).
Setting up for your family? Use their number instead of yours.

Enter OTP that was sent to +65

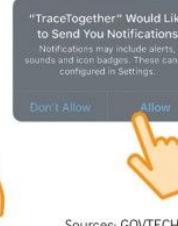
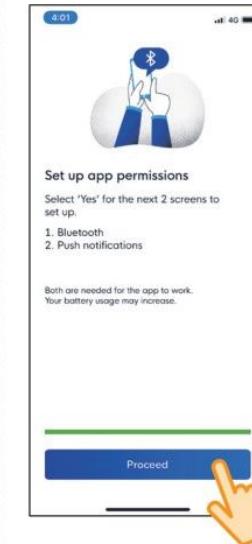
Wrong number?

Your code will expire in 1:57.
Resend Code

3 During the initial set-up, users have to give their explicit consent to be able to use the app.



4 Users will then have to enable push notifications and location permissions, and keep the Bluetooth function on their phones turned on.



5 This is because the app uses short-distance Bluetooth signals that are exchanged between phones to detect other TraceTogether users in close proximity.



6 • Official contact tracers who call users will provide a code that users can match with a corresponding verification code on their app.



- Once authenticated, users will be given a PIN number that allows submission of logs when entered.

- Official contact tracers will not ask for personal financial details or transfer of money.

Sources: GOVTECH, MINISTRY OF HEALTH PHOTOS: GOVTECH STRAITS TIMES GRAPHICS

TraceTogether (shown above) uses open-sourced Bluetooth tech to detect contact with COVID-infected people; those who do come in contact receive notifications for testing. Similarly, Israel’s HaMagen app ([GitHub](#)) takes location data from the user’s phone and compares it with information in the Health Ministry servers to identify possible contact.