

# Using a Symptom Checker to Engage Members in Appropriate Care



**SelfCareDecisions**

Schmitt-Thompson Clinical Content

# A Reputation for Quality



Self Care Decisions is the sister company of **Schmitt-Thompson Clinical Content**, known for its dominance in the telephone triage protocol market & evidence-based content.

Our Symptom Checker content is for use by regular people (patients & members). The care guides are written at a 6<sup>th</sup> grade health literacy, in both English and Spanish.



# How Our Tools Help



Our Symptom Checker is ready the moment a member has symptoms. It helps them determine how sick they are, what level of care is appropriate (if any), and then provides step-by-step care advice for self care and/or interim symptom relief.



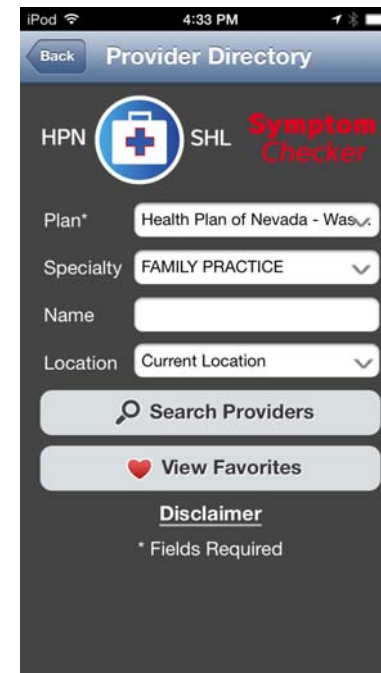
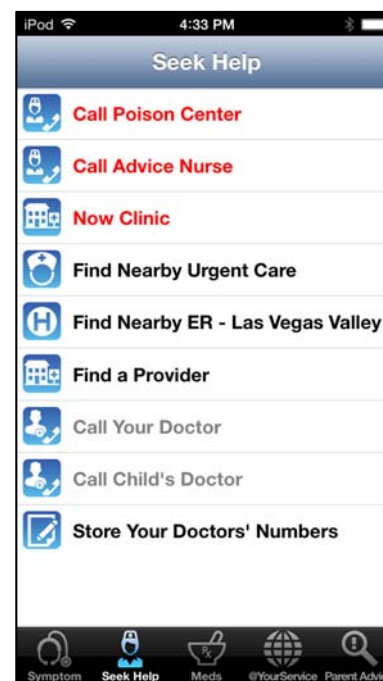
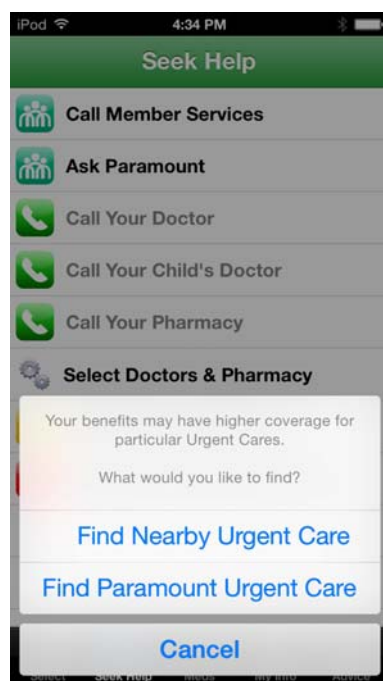
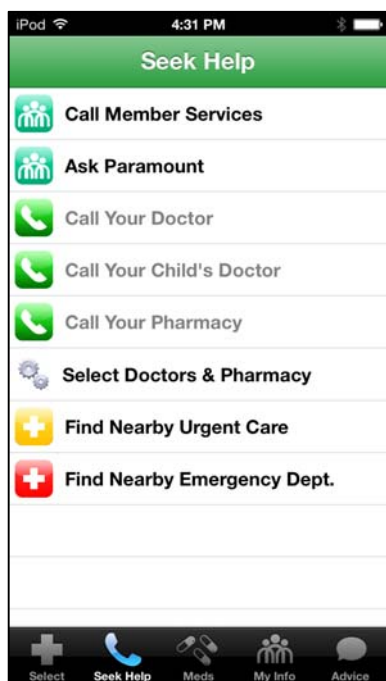
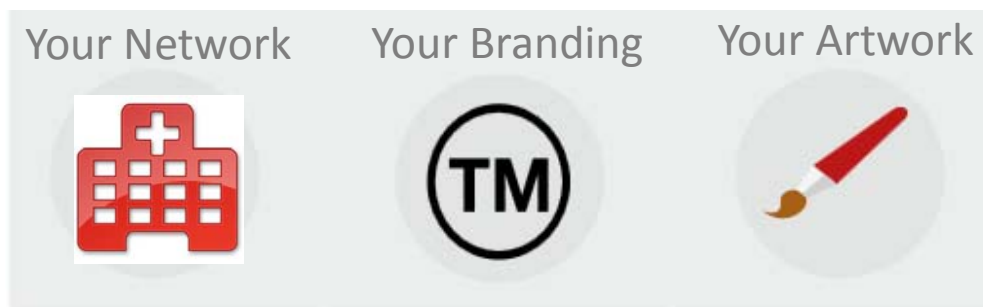
Acetaminophen

Acetaminophen (Tylenol) Dose Table

Child's weight (pounds)	6-11	12-17	18-23	24-35	36-47	48-59	60-71	72-95	96+ lbs
Liquid: 160 mg/5 milliliters (ml)	1.25	2.5	3.75	5	7.5	10	12.5	15	20
Liquid: 160mg/ 1 teaspoon (tsp)	--	½	¾	1	1½	2	2½	3	4
Chewable 80 mg. tablets	--	--	1½	2	3	4	5	6	8
Chewable 160 mg. tablets	--	--	--	1	1½	2	2½	3	4

# From Symptoms to In-Network Care

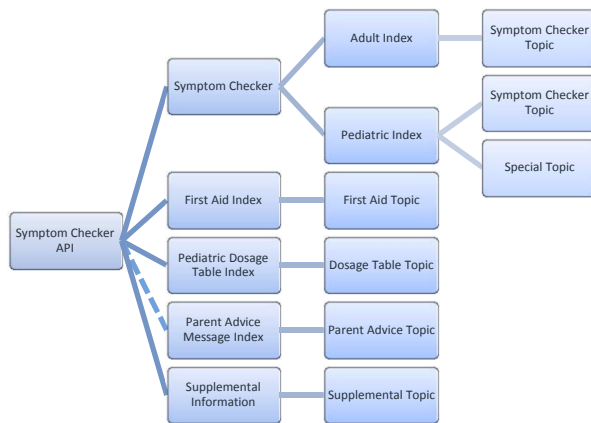
When a member needs treatment, your in-network care sites (ER, UC, clinics), physicians and scheduling centers should be one tap away.



# Build or Buy: Your Choice



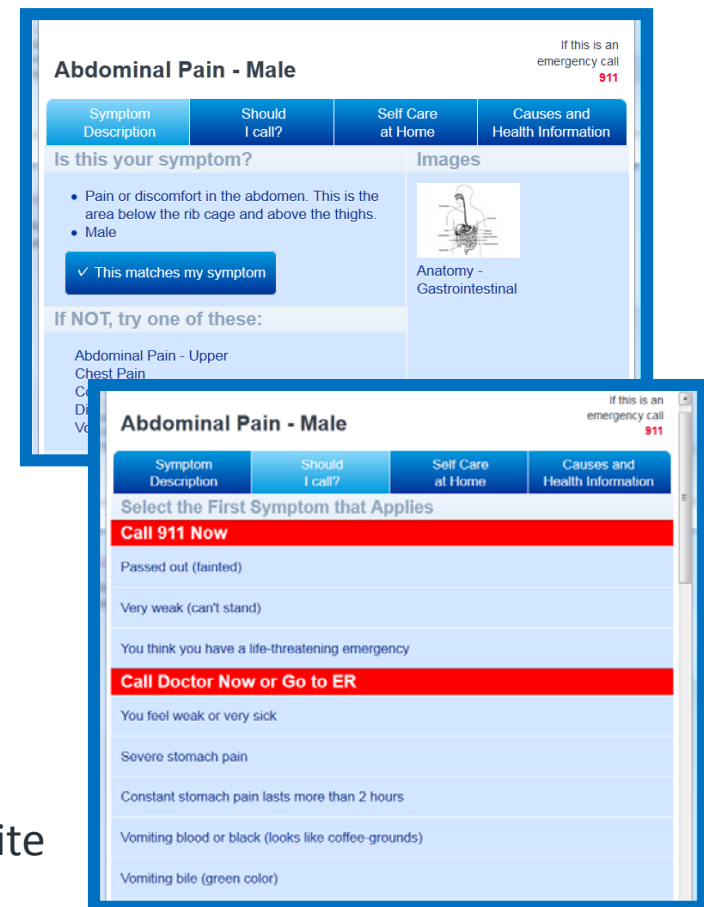
We can deliver the content as an API, to be used with in your existing apps or website **OR** we can customize iPhone & Android mobile apps for your organization.



Content API



Custom Mobile Apps



Website

# If We Customize Your App

## The Process

STEP  
1



### We Talk (via Webex)

We talk about your goals and ideas for a mobile app. We review the content and custom options which best connect your customers with your facilities, doctors, services and programs.

STEP  
2



### You Choose & Approve

You choose the functions, features and "look" that you want. We create the visual Scope of Work which captures your visions and intentions. When you're happy, you'll give us your approval and send us your graphics.

STEP  
3



### We Create and Test. You Preview.

Once the app is complete, we both test for functionality and accuracy. You give the "thumbs up" before we submit to the app store.



### And Launch...

We'll share a list of promotional ideas; you'll add your own strategies to support your launch. We'll also keep you in-the-loop on product enhancements to keep your app fresh.

# Right Care, Right Time

Whether you're building your own app or prefer us to customize one for you, the Symptom Checker provides your customers:

- Help with healthcare decisions
- Quick fixes for minor illness and injuries
- Direct connections to your facilities and services when the illness or injury is more than they can manage at home
- First Aid instructions and illustrations
- Instant answers, at their fingertips

Contact us to set up a demo:

Sue Altman

e: [sue@selfcare.info](mailto:sue@selfcare.info)

p: 480-706-2226

It can also serve as the front end to your **Accountable Care** strategy:

Helping people choose the Right Care at the Right Time