Frequently Asked Questions about the UH Employee Health Check

General

What is the UH Employee Health Check?
The UH Employee Health Check screening tool is a chat, available on smartphones, tablets or computers, that will ask you questions about your exposure to coronavirus and symptoms. You can either complete it before work or at work, if necessary. The daily screening takes under two minutes to complete, after the initial enrollment process. It will provide you with one of the following color-coded risk level assessments:

- **Green**: go to work or complete the questionnaire while at work if needed; wear a cloth mask; show clearance pass to security/front desk and enter building
- **Yellow**: complete the questionnaire at work if needed; go to work as directed; wear a cloth mask; show pass to security officer/front desk; replace cloth mask with an isolation mask or surgical mask for 14 days; monitor for symptoms closely during shift; if symptoms change or worsen, notify supervisor immediately; complete questionnaire each day for 14 days
- **Red**: do not go to work; you will receive a "Not cleared for work" message and will not receive a color-coded pass; call the UH COVID Employee Hotline 216-767-8228 for further instructions and contact your manager per your customary attendance process

I received instructions to call the UH COVID-19 Employee Hotline. What is the UH COVID-19 Employee Hotline phone number?
216-767-8228

Where do the screening questions in this tool come from?
The questions are based on CDC guidelines and UH Occupational Health Return-to-Work guidelines. These guidelines will continue to be updated as conditions change, and align with the questions asked in our clinical settings for patients, visitors and caregivers.

Is use of this tool mandatory?
Screening for COVID-19 is mandatory for all UH caregivers. The UH Employee Health Check is intended to speed the process for caregivers, while helping to limit exposure for caregivers responsible for screening. For caregivers reporting to locations where this tool is active, you must complete the screening each day and present your pass to security/front desk. If you have concerns about using the tool, please address your concerns directly with your manager.

Do I have to have a temperature screening when I arrive at work after I do the chat?
No, you do not have to have an additional temperature screening.

Do I have to do this every day?
Yes, every day you are entering a UH facility you must be screened for COVID-19. The UH Employee Health Check is the preferred method of screening for facilities where it is active.

I am going in to the office outside of traditional work hours. Do I have to use this tool?
Yes, you have to use the screener each time you enter a facility where this tool is active regardless of day or time.

**I travel to other locations during the day. Do I have to take the health check for each facility I visit during the day?**
No, the health check is active for 18 hours from the time it is initiated. You can use the same clearance pass at each UH facility you visit.

**I have students that work with me on my unit. Will they have this tool to use as well?**
No, students will not use UH Employee Health Check. They will continue to get cleared at the door.

### Using UH Employee Health Check

**I have a new phone/new phone number. What is the number and code I use to start a new text chat?**
Text **UH4health** to **47225**.

**I do not have a smartphone. What do I do?**
You can either do the chat via a home computer or UH provided computer if you have one at home. Go to **https://bit.ly/UH4Health** and follow the prompts and then print your pass for security. Please keep your printed pass with you at all times if you plan to leave the office.

**I do not have a smartphone or a computer at home. What do I do?**
If you do not have a computer or tablet at home, you can proceed to the office, ask security/front desk staff for an isolation/surgical mask, and complete it from your workstation. Go to **https://bit.ly/UH4Health** and follow the prompts and then print your pass for security. Please keep your printed pass with you at all times if you plan to leave the office.

**I tried to enter my UH network ID and the Conversa Health Checker tool said it was “invalid.” What do I do?**
Retry entering your user name with no spaces. Example: **JDoexx10**

**When registering it asked me for my UH username twice. Is this normal?**
Yes, the tool asks you to enter your username twice. The second time is a verification of the first. Example: **JDoexx10**

### Clearance Passes

**How do I change my communication method for receiving my daily pass?**
During your daily chat with the health checker, click the “gear” in the bottom left of the screen to make the change.

**I am unable to locate my clearance pass. How can I find it?**
Click the link/text stream that is currently being used by you and your active pass will be displayed.

**How long is a clearance pass active?**
The pass is active for 18 hours from the time it is initiated.
I answered one of the questions incorrectly on today's health check. Can I revise my answer(s)?
Yes you can. Click on the link/text stream you are currently using and click the button to start a health check. All of the questions will be asked again for you to answer.

My yellow clearance pass says I need an isolation or surgical mask. Where can I get this mask?
Isolation and/or surgical masks will be available at your point of entry to the facility where you work.

I did not get a clearance pass for work today. What are the steps I need to take?
If not cleared to work, contact the UH COVID-19 Employee Hotline 216-767-8228 and your manager for further direction. Do NOT proceed to the office.

What if I have forgotten my phone at home and don't have my clearance pass? Can I still get in to work?
Yes, let the security guard/point person know.

Other

What happens to my data?
Individual employee level data will only be viewed by the caregivers who work at the UH COVID-19 Employee Hotline. The data is not being used for any secondary use.