

Slowing the spread of COVID-19 at a state level with Buoy Health

COVID-19 CASE STUDY:
Buoy Health and the
Commonwealth of Massachusetts

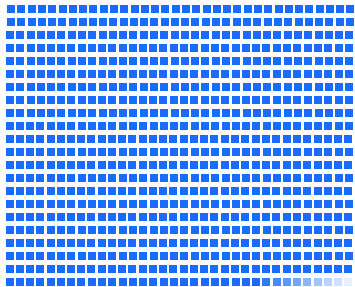
The Commonwealth of Massachusetts has enlisted digital triage to reduce unnecessary demand on the healthcare system and help 7 million residents make decisions for their health



On March 16, the Commonwealth of Massachusetts reached out to Buoy Health about developing a scalable digital response to the COVID-19 pandemic. Just seven days later, Governor Baker announced Buoy as an official coronavirus resource for Massachusetts, and all residents gained immediate access to a free AI-powered assessment tool custom-configured for the state.

Through this partnership with Massachusetts, **Buoy has helped reduce the strain on the state's healthcare system while giving over seven million people access to the information they need to make the right decisions about their health** during the pandemic and beyond.

SCALING LIMITED HEALTHCARE RESOURCES



A healthcare provider takes five minutes to triage one person via phone

A digital AI platform can triage any number of people simultaneously with 60-second individual assessments

By taking a digital approach to screening and navigation, public health officials can quickly help more people make the right decisions for their health.

1 REDUCE STRAIN ON LIMITED HEALTHCARE RESOURCES

Buoy helps prevent overutilization

Individuals are triaged to the most appropriate resource based on risk assessment

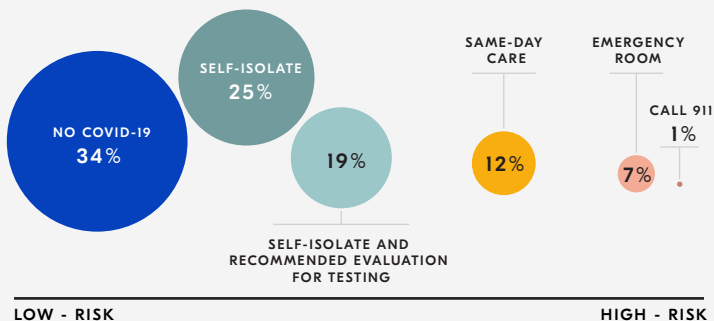
626.2

hours saved in doctor visits since 3/26/20¹

90%

of Buoy users with COVID-19 related concerns did not need hospital care

MAJORITY OF USERS ARE ADVISED TO STAY HOME



TRIAGE LEVEL BREAKDOWN BY RISK LEVEL

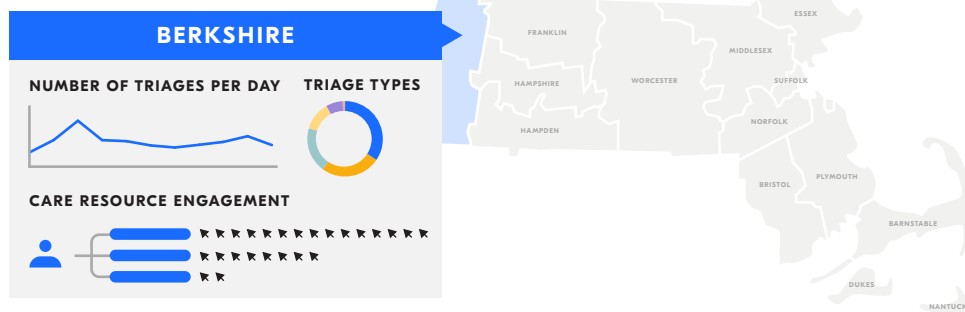
TOTAL BY TRIAGE	
NO COVID-19	21,513 (34.4%)
SELF-ISOLATE	16,059 (25.6%)
SELF-ISOLATE AND RECOMMENDED EVALUATION FOR TESTING	11,928 (19.04%)
SAME-DAY CARE	8,143 (12.9%)
EMERGENCY ROOM CARE	4,390 (7%)
911	607 (0.9%)

GRAND TOTAL: 62,640

2 RELIABLY MONITOR LOCAL AND STATEWIDE HEALTH TRENDS

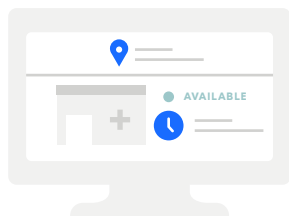
With Buoy, you can track:

- ▶ Utilization by insurance carrier and county
- ▶ Risk assessment by five different triage levels
- ▶ Click-through to care resources like telehealth



3 PROVIDE SAFE, FAST AND SCALABLE ACCESS TO CDC-ALIGNED GUIDANCE FOR COVID-19

- ▶ Users get straightforward answers
- ▶ Can connect directly with telehealth services
- ▶ Expectations are set for testing, wait times, and hours of operation



62,640

COVID-19 screenings
completed in MA as
of 4/9/20

TOP 10 RESOURCES REFERRED BY BUOY

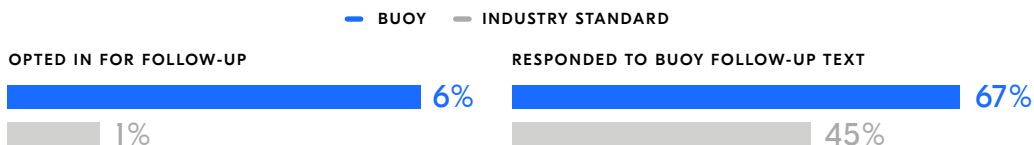
INFORMATION + TELEHEALTH SERVICES

- Self-Quarantine Information Resources
- CDC COVID-19 Testing in U.S.
- Buoy COVID-19 Testing Guidelines
- MA COVID-19 Test Center List
- Well Connection for BCBS MA
- Teladoc for Tufts Health Plan
- Maven for MassHealth
- Doctor on Demand for Patient Register
- Galileo for MassHealth
- AmWell

4 FOLLOW UP WITH CONCERNED USERS IN A TIMELY MANNER

- ▶ Check on symptom progressions
- ▶ Assess effectiveness of triage guidance
- ▶ Gain additional data

BUOY'S OPT-IN AND RESPONSE RATES ARE MUCH HIGHER THAN INDUSTRY STANDARD



To learn more, contact Andrew Le, CEO and co-founder of Buoy,
at andrew@buoyhealth.com or visit buoy.com/contact

About Buoy Health: Since launch in 2017, Buoy has helped over 9 million people make better choices when they are sick or injured. Founded in the Harvard Innovation Labs in 2013, Buoy has partnered with some of the biggest health plans in the U.S. Buoy works with state governments across the country, has learning partnerships with Boston Children's Hospital and Harvard Medical School, and is supported by a full team of medical experts. Buoy released its COVID-19 triage workflow on Feb 5th, 2020. This version is clinically safe and updated daily to reflect CDC guidelines.



¹ <https://www.statista.com/statistics/250219/us-physicians-opinion-about-their-compensation/>

All Buoy data based on MA specific users as of April 8th 2020 at 11:59PM.