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

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.

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

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 3/26/20

90% of Buoy users with COVID-19 related concerns did not need hospital care

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

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

REDUCE STRAIN ON LIMITED HEALTHCARE RESOURCES

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Internally derived

$626.2

90%

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Triage Level Breakdown by Risk Level

<table>
<thead>
<tr>
<th>Risk Level</th>
<th>Total by Triage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO COVID-19</td>
<td>21,513 (34.4%)</td>
</tr>
<tr>
<td>SELF-ISOLATE</td>
<td>16,059 (25.6%)</td>
</tr>
<tr>
<td>SELF-ISOLATE AND RECOMMENDED EVALUATION FOR TESTING</td>
<td>11,928 (19.04%)</td>
</tr>
<tr>
<td>SAME-DAY CARE</td>
<td>8,143 (12.9%)</td>
</tr>
<tr>
<td>EMERGENCY ROOM CARE</td>
<td>4,390 (7%)</td>
</tr>
<tr>
<td>911</td>
<td>607 (0.9%)</td>
</tr>
</tbody>
</table>

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

4 FOLLOW UP WITH CONCERNED USERS IN A TIMELY MANNER

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

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.


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