



Annie App

Explanation of Readings and Alerts

The Department of Veterans Affairs' (VA) Annie mobile application is a Short Message Service (SMS) text messaging capability that promotes self-care for Veterans enrolled in VA health care. Patients using Annie receive automated prompts to track and monitor their own health and motivational/educational messages. Annie also sends VA appointment reminders and messages from the patient's local VA medical center. **NOTE:** Annie is for patient self-care and not for direct texting between Veterans and staff.

Annie allows clinicians to use and create care protocols that allow patients to easily submit their health readings back to Annie. Messages and patients' data is stored in the Annie system where clinicians can view texts and readings as needed.

For full details on how to use Annie, please visit mobile.va.gov/training/annie-providers

Graphics and information below explain the following:

- Reading Levels That Trigger Alerts to Patients
- Setting Alert Messages to Patients
- Creating Service and Reminder Messages to Patients
- Keywords Needed for Readings

Reading Levels That Trigger Alerts to Patients

Lowest Valid Reading – Lowest reading that is possible for Annie to accept.

Highest Valid Reading – Highest reading that is possible for Annie to accept.

Critical Low Level Alert – Reading to trigger a Critical Low Level Alert Message to patient. Valid readings at or below this range are considered to be very low.

Critical High Level Alert – Reading to trigger a Critical High Level Alert Message to patient. Valid readings at or above this range are considered to be very high.

Low Level Alert – Reading to trigger a Low Level Alert Message to patient. Valid readings at or below this range are considered to be low.

High Level Alert – Reading to trigger a High Level Alert Message to patient. Valid readings at or above this range are considered to be high.

Examples:

Patient sends systolic 200 – Annie takes reading, sends Critical High Level Alert Message.

Patient sends systolic 275 – Annie send text that this is not a valid reading, asks for a repeat reading (Valid reading must be between 70 and 270).

Message for Valid Reading – Message to patient when reading does not trigger any Alert Message.

The screenshot displays the 'Readings/Alerts Settings' interface for Blood Pressure. It includes sections for 'Measurement *' (Blood Pressure), 'Keywords *' (BP, BLOOD), and 'Reading Parameter One: Systolic (mmHg)'. A note states: 'Note: Messages defined in Reading Parameter One will be sent to the Veteran.' The settings are organized into three main sections:

- Valid Reading Settings:** 'Lowest Valid Reading *' is set to 70, and 'Highest Valid Reading *' is set to 270. The 'Message for Valid Reading *' is 'I've got it. Thanks for sending your blood pressure reading, Annie.' (94 characters remaining).
- Critical Alerts:** 'Set Critical Low & High Level Alert' shows 'Critical Low Level Alert' at 80 and 'Critical High Level Alert' at 180. The 'Message for Critical Low Level Alert' is 'Your BP is very low. The top number is 80 or less, or the bottom number is 50 or less. Please contact your health care team about your BP. Thanks, Annie.' (8 characters remaining). The 'Message for Critical High Level Alert' is 'Your BP is very high. The top number is 180 or more, or bottom number is 120 or more. Please contact your health care team about your BP. Thanks, Annie.' (9 characters remaining).
- Standard Alerts:** 'Set Low & High Level Alert' shows 'Low Level Alert' at 90 and 'High Level Alert' at 140. The 'Message for Low Level Alert' is 'Your BP is low. The top is 90 or less, or the bottom is 60 or less. If it does not improve or you are not feeling well, notify your health care team, Annie.' (5 characters remaining). The 'Message for High Level Alert' is 'Your BP is high. Normal is usually less than 140 over less than 90. If your BP does not improve for 1 to 2 weeks, make sure your healthcare team knows, Annie.' (3 characters remaining).

Setting Alert Messages to Patients

- If patients send multiple readings that trigger a Patient Alert Message, Annie repeatedly sends the same message.
- Alert levels should be clinically relevant, so that Annie messages accurately inform patients about their readings.
- There is only one message for each reading, so messages should reference both parameters (see below).

Example Alert Messages to Patients Using the Blood Pressure Area:

Critical High Level Alert

“Your BP is very high. The top number is 180 or more, or bottom number is 120 or more. Please contact your health care team about your BP. Thanks, Annie”

Critical Low Level Alert

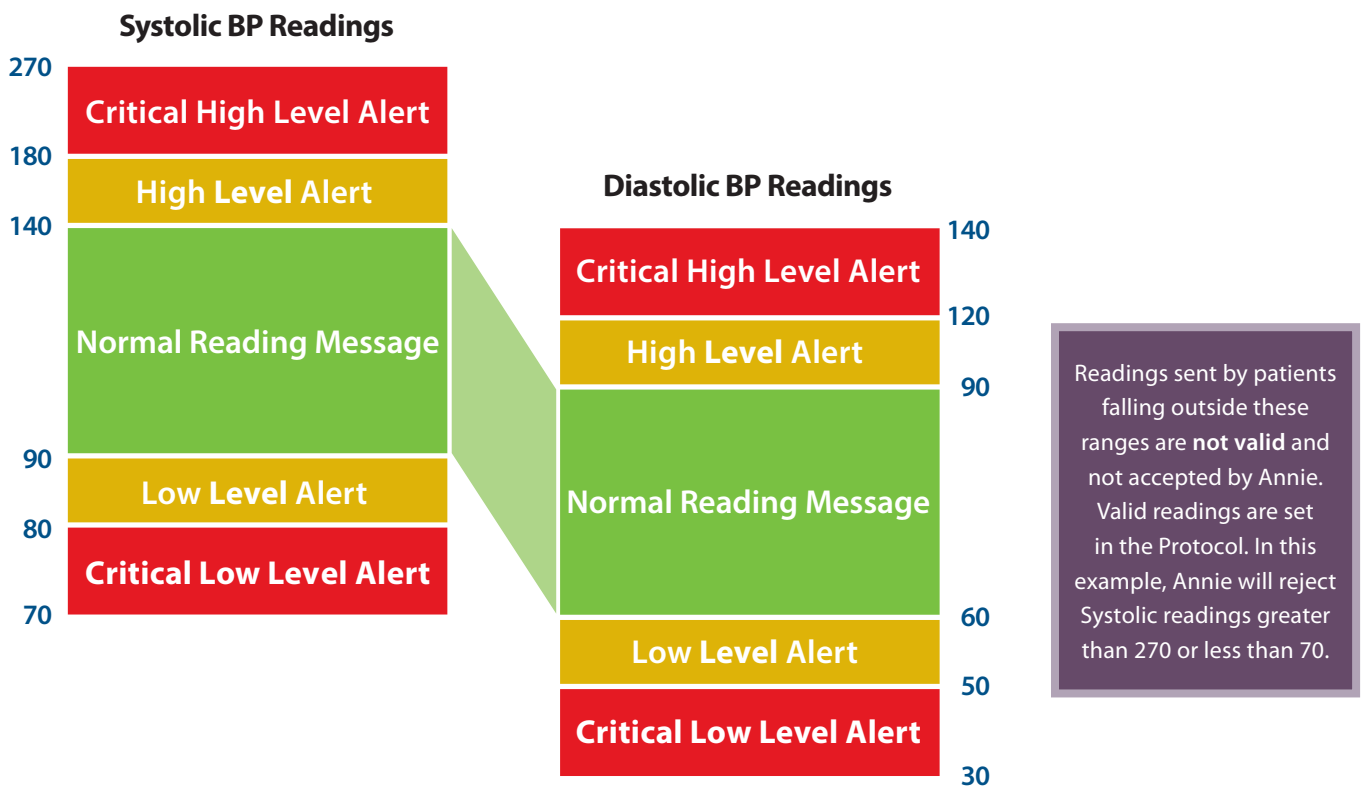
“Your BP is very low. The top number is 80 or less, or the bottom number is 50 or less. Please contact your health care team about your BP. Thanks, Annie”

High Level Alert

“Your BP is high. Normal is usually less than 140 over less than 90. If your BP does not improve for 1 to 2 weeks, make sure your healthcare team knows. Annie”

Low Level Alert

“Your BP is low. The top is 90 or less, or the bottom is 60 or less. If it does not improve or you are not feeling well, notify your health care team. Annie”



Creating Service and Reminder Messages to Patients

Service Messages are requests from Annie that prompt a patient to track a reading.

- Readings from a patient must include a Keyword, which is an abbreviation of the reading (see below).
- Service Messages should always include the Keyword that is needed in the patient's response.

Example: "Hi, this is Annie. Please send your blood pressure to me in the following format: BP 120 80."

Reminder Messages are sent when a patient doesn't provide a reading in response to a Service Message.

- Reminder Messages should also include the Keyword that is needed in the patient's response.
- Reminders are not required but strongly recommended to prompt patients to submit data and receive responses.

Example: "Hi it's Annie again. I haven't received your BP reading yet. Please send me your reading in the following format: BP 120 80."

Keywords Needed for Readings (They are not case-sensitive)	
Blood Pressure	BP or BLOOD
Pulse Oximetry (SpO2)	OX or OXYGEN
Blood Glucose	BG, GLUCOSE or SUGAR
Glucose Before Eating	BGB or BEFORE
Glucose After Eating	BGA or AFTER
Weight	WE or WEIGHT
Caloric Intake	CAL or CALORIES
Amount of Exercise	EXERCISE
Temperature	TEMP
Pulse	PULSE