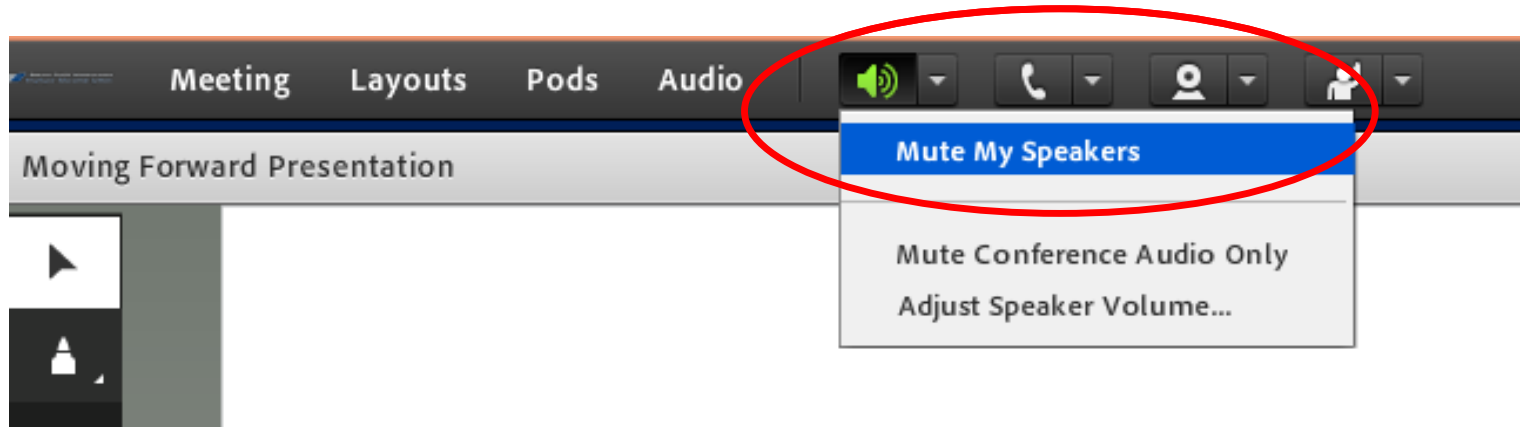


# Please remember to mute your speakers.



## Connected Care Discussion Series

For audio, please dial in using VANTS:  
**1-800-767-1750 pc: 43950#**

Thank you for joining. We will begin shortly.



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Connected Care*



U.S. Department  
of Veterans Affairs

# Annie COVID-19 Protocols

Presenter:

Boyd Loehr, RN, BSN, RN Care Coordinator, VISN 16 CRH,  
Deployment Operations, Telehealth Emergency  
Management, Annie Orion Team



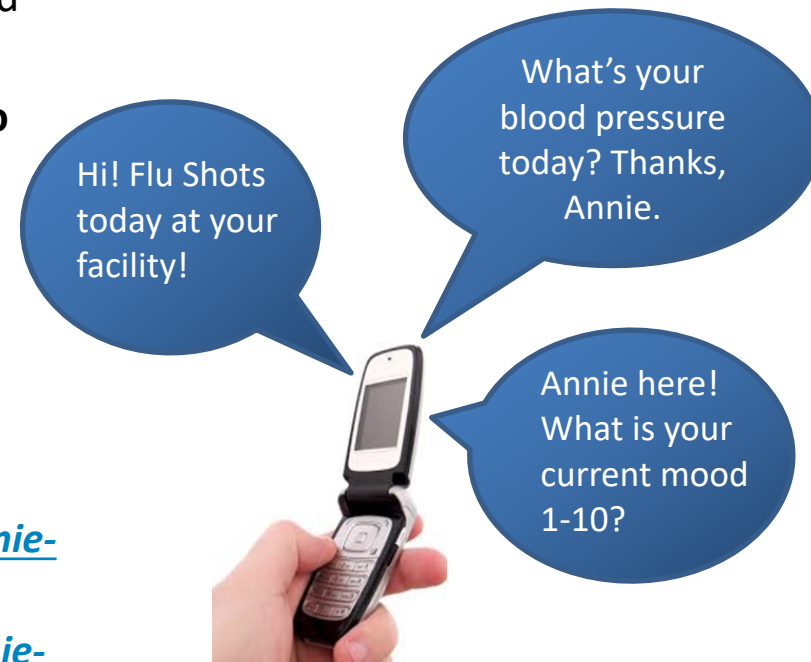
# Overview of the Discussion

- Overview and Introductions
- Coronavirus Precautions
- Coronavirus for Veterans on Isolation or Quarantine
- Coping During COVID
- What to think about as we move forward
- Questions
- Closing Remarks and Survey



# Annie Overview

- **Asynchronous texting** to and from Annie allows Veterans to track and monitor their own health
- Clinicians can **create and assign automated protocols** and view individual Veteran responses or see them graphed over time
- Assignment of a clinical protocol **requires a clinician to obtain Veteran consent**
- Use is voluntary and has 2 forms: **facility broadcast messages and automated clinical protocols**
- **ANNIE messages are automated. ANNIE is NOT direct messaging between Veterans and clinicians**
- **Access to Annie online:**
  - Annie for Clinicians: <https://mobile.va.gov/app/annie-app-clinicians>
  - Annie for Veterans: <https://mobile.va.gov/app/annie-app-veterans>





# Annie App Self-Enrollment

## How To Set Up Annie

Follow these steps to get started. If you already receive Annie messages for other protocols, skip to Step 6.



**Step 1:** Go to the website.  
[veteran.mobile.va.gov/annie-vet](https://veteran.mobile.va.gov/annie-vet)



**Step 2:** Log in.  
Log in using your My HealtheVet Premium, DS Logon Level 2, or ID.me account. Find out how to get a secure login account at [mobile.va.gov/login-information](https://mobile.va.gov/login-information).



**Step 3:** Consent to participate.  
Read the consent information. Scroll to the end and select the consent box.



**Step 4:** Set up your Annie account.  
Complete the fields under the **Information Messages**, **Preferences**, and **Patient Info** tabs. Select **Submit**, which will take you to a screen saying your registration was a success.



**Step 5:** Confirm participation.  
You will receive a message from Annie asking you to confirm your participation. Reply to the message with the word **Start**.



**Step 6:** Subscribe.  
To subscribe to the Coronavirus Precautions protocol, text Annie (75338) the words **SUB COVID**.



# Coronavirus Precautions

- Veterans can self-assign the **“Coronavirus Precautions”** protocol
  - Daily check-in to see if a Veteran is feeling “well”
  - If a Veteran answers “no” a series of symptom questions are triggered
  - Veterans may be directed to contact their Nurse Triage Line, Contact Center or Care Team
  - Includes Veteran communication via broadcast messaging
  - For self-subscribing, Veterans text “Sub COVID”

Annie Messages Can Advise You About Coronavirus

If the new coronavirus (COVID-19) is causing you concern, Annie may be able to help. Annie is VA's automated text messaging app that sends health information and reminders to Veterans. Any cellphone with texting capabilities can receive Annie messages.

Annie's **Coronavirus Precautions** protocol messages can help you monitor viral symptoms and know when to contact your VA care team or a nurse triage line for additional care. The messages also provide general wellness tips and education on precautions you can take to help prevent the contraction of coronavirus.

### How to Set Up Annie

Follow these steps to get started. If you already receive Annie messages for other protocols, skip to Step 6.

<b>Step 1:</b> Go to the Website <a href="https://veteran.mobile.va.gov/annie-vet">veteran.mobile.va.gov/annie-vet</a>	<b>Step 4:</b> Set Up Your Annie Account Complete the fields under the <b>Information Messages, Preferences, and Patient Info</b> tabs. Select <b>Submit</b> , which will take you to a screen saying your registration was a success.
<b>Step 2:</b> Log In Log in using your My HealtheVet Premium, DS Logon Level 2, or ID.me account. Find out how to get a secure login account at <a href="https://mobile.va.gov/login-information">mobile.va.gov/login-information</a> .	<b>Step 5:</b> Confirm Participation You will receive a message from Annie asking you to confirm your participation. Reply to the message with the word <b>Start</b> .
<b>Step 3:</b> Consent to Participate Read the consent information. Scroll to the end and select the consent box.	<b>Step 6:</b> Subscribe To subscribe to the Coronavirus Precautions protocol, text Annie (75338) the words <b>SUB COVID</b> .

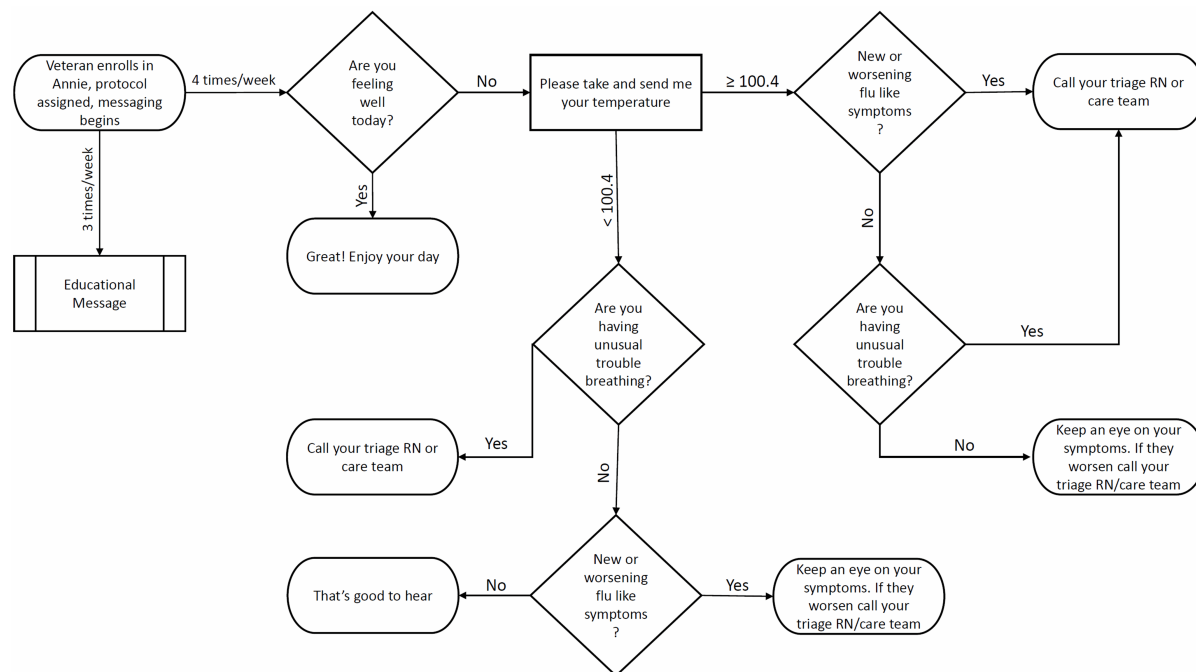
**Taking charge of your health — one text at a time.**  
For detailed instructions, visit Annie online:  
**[mobile.va.gov/annie](https://mobile.va.gov/annie)**

**VA Mobile** | **VA** | U.S. Department of Veterans Affairs



# Coronavirus Precautions

## Process map showing Annie's branching logic



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A SCHOLARLY JOURNAL OF INFORMATICS IN HEALTH AND BIOMEDICINE

ACCEPTED MANUSCRIPT

### Veterans' Response to an Automated Text Messaging Protocol During the COVID-19 Pandemic

Jason J Saleem, Jacob M Read, Boyd M Loehr, Kathleen L Frisbee, Nancy R Wilck, John J Murphy, Brian M Vetter, Jennifer Herout

Journal of the American Medical Informatics Association, ocaa122, <https://doi.org/10.1093/jamia/ocaa122>

Published: 29 May 2020 Article history

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#### Abstract

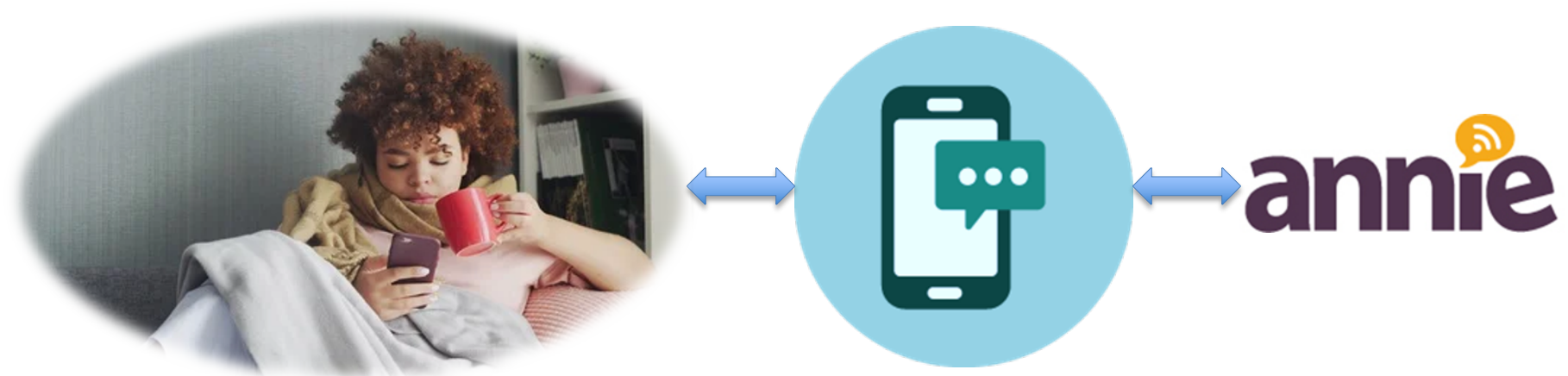
The US Department of Veterans Affairs (VA) is using an automated short message service (SMS) application named 'Annie' as part of their COVID-19 response with a protocol for coronavirus precautions, which can help the Veteran monitor symptoms and can advise the Veteran when to contact their VA care team or a nurse triage line. We surveyed 1,134 Veterans on their use of the

Article recently published in the  
*Journal of the American Medical Informatics Association*



# Coronavirus for Veterans on Isolation or Quarantine

- Clinicians can assign Veterans the **“Coronavirus for Veterans on Isolation or Quarantine”** protocol
  - Uses symptomatic inquiry with responses triggered by Veteran answers
  - For use with Veterans who don’t require acute monitoring
  - Appropriate for Veterans - asymptomatic or symptomatic; PUI or confirmed positive; placed in quarantine or isolation
  - Protocol contains motivational and educational messages, delivered daily





# Coping During COVID

- Veterans can self-assign the **“Coping During COVID”** protocol
  - Some Veterans are struggling with feelings of anxiety, powerlessness, and loneliness due to COVID19
  - The “Coping During COVID” text message tool can help Veterans to cope while cut off from their in-person social support systems
  - The product is designed as a stand-alone self-care protocol.
  - Delivers text messages 3x/week designed to support, motivate and educate patients.
  - Content informed by research on social connection, loneliness, depression and stress-management.



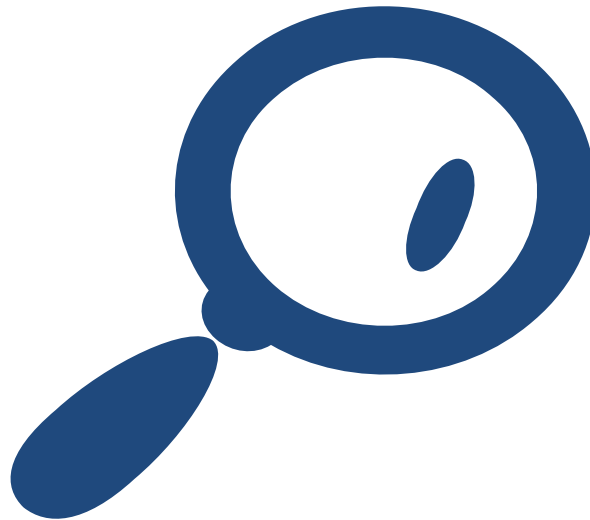


# What to think about as we move forward

- The return to “normal” isn’t normal at all
  - COVID fatigue
  - How do we keep our Veterans and staff vigilant?
- Upcoming Flu Season
  - Influenza response will be further complicated by the presence of COVID-19
  - Stakeholders within VA are working with the Annie team to develop tools (protocols, broadcast messages) specific to influenza
- Remaining Vigilant
  - Increased use of Annie may be helpful in slowing the spread of infection in our Veteran population
    - Educational messaging
      - Protocol specific and broadcast messages



# Questions



## QUESTIONS?

Please use the chat feature on the right to submit your questions.



# Survey

Have an idea you want to share on how we can improve the discussion?

Let us know by providing feedback at this link:

<https://www.surveymonkey.com/r/WNH FYJ5>