

# Akron Children's Woebot for Adolescents Deployment Provider Training



Akron Children's Hospital

# Agenda

1

Woebot Background

2

Why Woebot Works for Teens

3

How Woebot Works

4

Demo

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Phased Approach

6

Questions?



# Our youth are in need

81%

of teens surveyed by 4-H say mental health is a significant issue among young people in the U.S.

PR Newswire

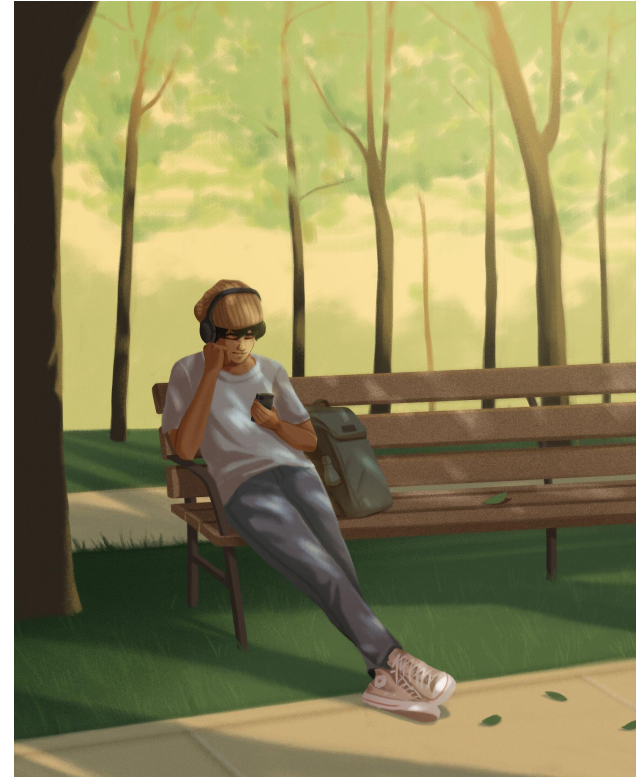
44%

high school students reported having “persistent feelings of sadness or hopelessness” in the past year

CDC 2021 data



# Woebot for Adolescents



**Disclaimer:** Woebot for Adolescents is not evaluated, cleared or approved by FDA. It may be considered as an adjunct to clinical care, it does not replace clinical care.



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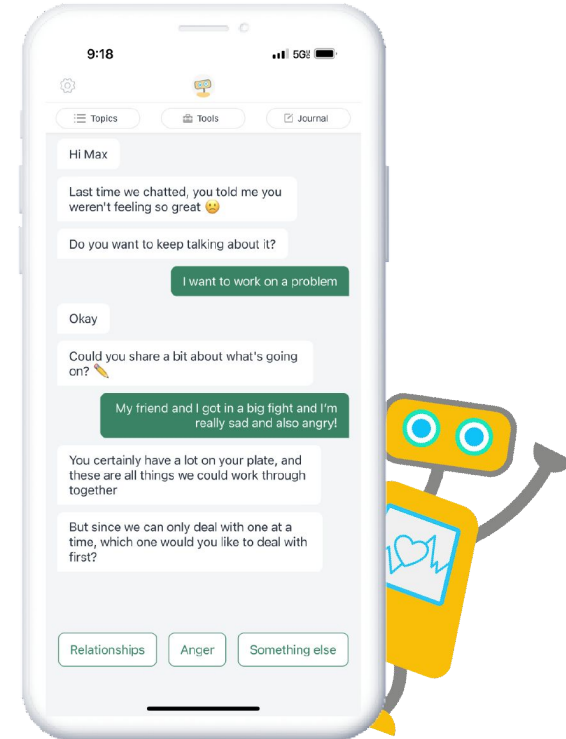
# Meet Woebot

Teens can get practical emotional support through Woebot, an app for their smartphones or tablets, best used for:

- 13 to 17 years old
- Able to read and understand English
- Experiencing difficulties with mood and anxiety
- Have regular access to a smartphone / internet-enabled mobile device
- Have consistent access to the internet

## Quick facts:

- Woebot is not just a chatbot, it's the first digital relational agent that can establish a human-level bond in 3-5 days with a user<sup>1</sup>
- It's available 24/7, 365 days a year - in your patient's moments of need
  - 83.7% of conversations happen outside business hours
- Can help teens live better with symptoms of depression and anxiety
- Offers: mood tracking, gratitude journaling, and mindfulness practice
- Adjunctive to treatments, therapies, or self-care practices
- Unique access codes give patients access to Woebot for Adolescents
- Based on our experience to date, we recommend using Woebot for Adolescents at least once a day for the first three days after onboarding and then at least once a week afterwards



<sup>1</sup> Findings from peer-reviewed study involving 36,070 Woebot users, published in JMIR Formative Research

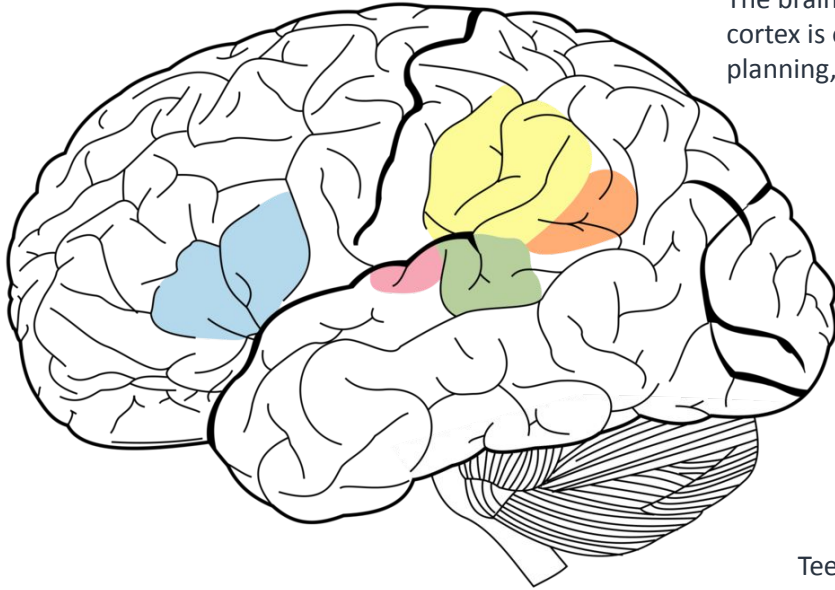
Disclaimer: Woebot for Mood & Anxiety (W-MA-01) is an investigational medical device. It has not been evaluated, cleared, or approved by the FDA.

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# An Ally for a Developing Mind

The brain finishes developing and maturing in the mid-to-late 20s. The prefrontal cortex is one of the last parts to mature. This area is responsible for skills like planning, prioritizing, and making good decisions.



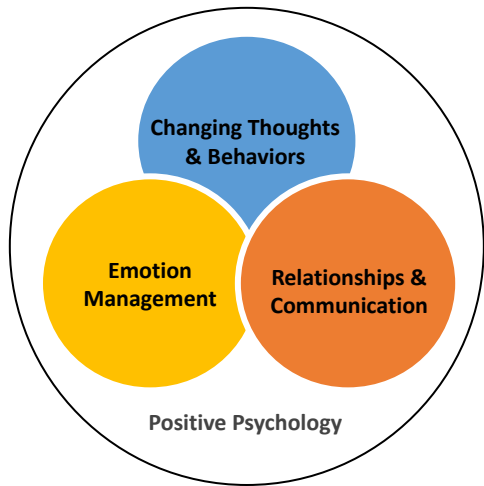
High Peer Salience - in adolescents might lead teens to take more risks because the social benefits outweigh the possible consequences of a decision.

Many teens do not get enough sleep, making it harder to pay attention, control impulses, and do well at school. Getting good sleep at night can help support mental health.

Teens may respond to stress differently than adults. Recognizing possible triggers and practicing effective coping techniques can help teens deal with stress.

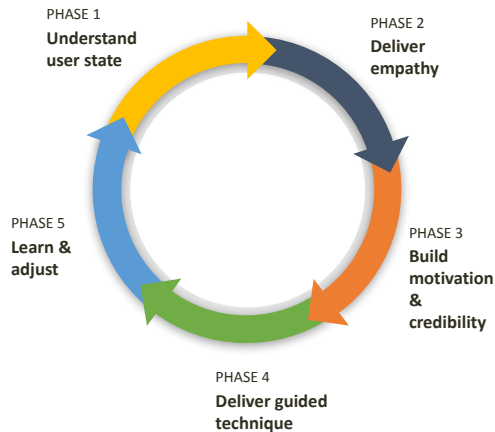
# 24/7 in-the-moment support teens can trust

## Evidence Informed Content



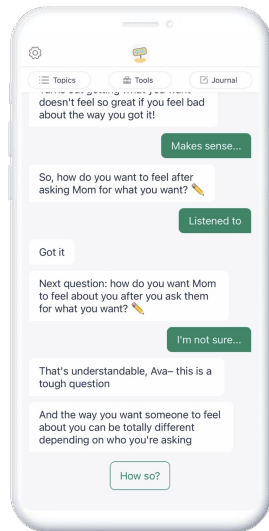
**Evidence-based** and built from concepts of **CBT**, with elements of **DBT** and **IPT** concepts. All content is written by conversational writers in collaboration with clinical experts

## Conversational Flow



**Re-envisioning** the mental health support process by digitizing key elements

## Responsible AI



**Rule-based** (non-generative) AI for understanding and **personalization** of user experience

# Woebot provides a **judgment-free space** for teens to articulate how they feel, anytime they need it

Teens get help with problems including:

- Anxious mood and stress
- Loneliness
- Sleep problems
- Relationships
- Sadness and low mood
- Procrastination
- Communication problems
- Anger and frustration
- Media literacy
- Guilt and regret
- Grief about a loved one

## Additional Psychoeducational Topics and Tools

- Break free of “shoulds”
- Be your own cheerleader
- The stories you tell yourself as a teen
- Uncover your core beliefs
- Supercharge your sleep
- Build stronger connections
- Movement is medicine
- A toolkit for down days
- Nourish your body, nourish your mind
- Got a problem that needs solving? Try this
- Media literacy

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# Do you feel - Better? Same? Worse?

## Rationale

1

### ACKNOWLEDGEMENT

Just showing up for emotional work can take courage and willingness

Woebot acknowledges the effort of just showing up

2

### VALIDATION

In an emotionally supportive environment, Woebot asks for feedback

This spotlights the users voice as VALUABLE. And it optimizes subsequent conversations. Both are key in a validating relationship

3

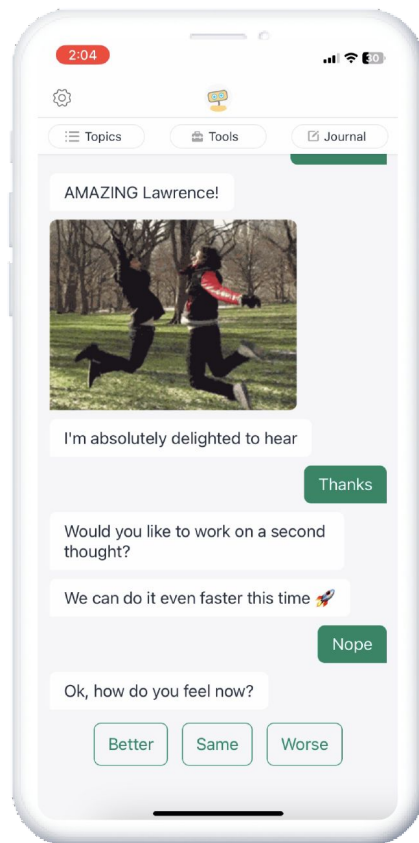
### LEARNING

Woebot Health monitors metrics for opportunities to improve conversations

4

### TRANSPARENCY

We provide metrics for Better, Same, and Worse to our partners to demonstrate our commitment to value-based and transparent outcomes



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# Woebot Health's Approach to Safety

1

## Informed Use

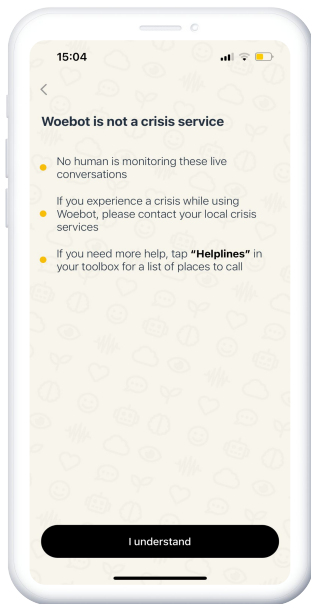
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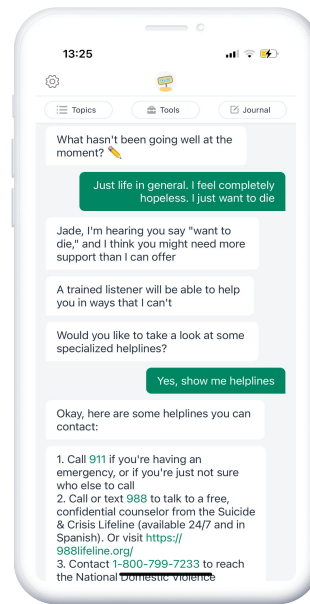
## Potentially concerning language detection

Algorithms built to detect potentially concerning language; Conversational design reminds users of limits of services and offers resources if they wish

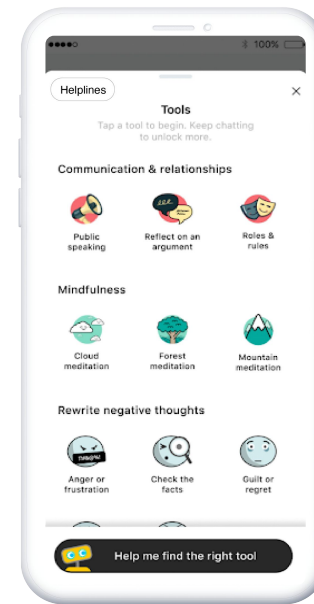
### At Onboarding: Expectation Setting



### During a Conversation: Routing to Helplines



### From Tools Screen: Button to Helplines



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# Safety Governance

3

## Safety Assessment Committee



Robert Zusterzeel  
MD, PhD, MPH  
VP, Regulatory  
Science & Strategy



Steven George  
PharmD, MBA/MHA  
Head of Device  
Vigilance



Tim Mariano,  
MD, PhD, MSc  
VP, Medical Strategy



Athena Robinson,  
PhD  
Chief Clinical Officer



Gregory Fiore, MD  
External Physician  
Chair, SSI

### Education

- Device Vigilance & Safety Monitoring Training
- Standard Operating Procedures

### Surveillance

- Commercial Deployments and Clinical Trials
- ePROs, Feedback, Complaints

### Communication

- Cross-team Collaboration
- Recommendations

**Disclaimer:** Woebot Health Platform is the foundational development platform where components are used for multiple types of products in different stages of development & enforced under different regulatory guidances



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# Woebot Health's Approach to Monitoring

## Monitoring

- We monitor our devices that are deployed in healthcare systems. We are required to track different types of events and feedback through various channels, including from providers.
- Tracking helps us build our safety profile and ensure users overall safety and app performance

## Providers

- Please submit any of the following to Meredith or Kate
- **Questions, suggestions, or feedback** from patients about Woebot for Adolescents
- Any **potential safety events, or product feedback or complaints** within 24 hours.
- Meredith and Kate will then share with Woebot Health
- Safety events can also be submitted directly in this [form](#)



# What and How to Report

## Adverse Event (AE):

Any unfavorable and unintended sign, symptom, or disease temporally associated with the use of the product, **whether or not considered related to the product**. For that reason, an AE can be any unfavorable and unintended sign, symptom or disease associated with the use of an product. Worsening of a pre-existing medical condition in frequency or severity should also be considered an AE.

## Serious Adverse Event (SAE):

Any adverse event that results in any of the following outcomes:

- death
- a life-threatening event (with immediate risk of death)
- inpatient hospitalization or a prolongation of an existing hospitalization
- persistent or significant disability/incapacity
- a congenital anomaly/birth defect
- important medical events that may not result in death, be life-threatening, or require hospitalization may be considered a serious adverse event when, based upon appropriate medical judgment, they may jeopardize the patient or subject and may require medical or surgical intervention to prevent one of the outcomes listed above

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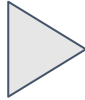


# What to report

## Potential Situations

## How these can sound in the field:

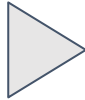
Use error / improper device use



*"I had my sister use my app and she thought it was great"*

*"I found a workaround that allows me to access the app quicker - I can bypass the normal app warnings to get started sooner!"*

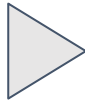
Device provides ineffective support, leading to worsening condition or other device issue associated with other report of how patient feels



*"I am finding that the app is funny lately - it's not logically answering my prompts. I am getting laughs though - is that part of the regimen?"*

*"I couldn't access the app and now I am feeling worse"*

Software failure or unavailability leads to delayed access



*"I am finding that the app is continuously lagging lately - its difficult to use and I don't feel supported like I used to"*



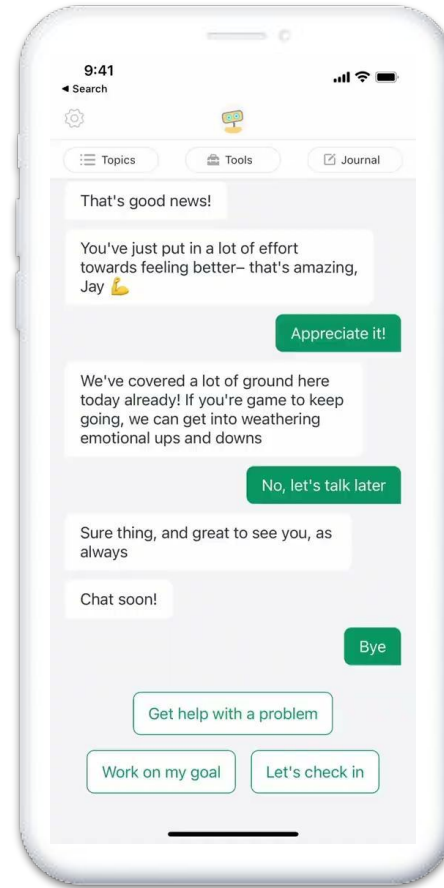
# Let's walk through an example



Instructions for Use

[woebothealth.com/IFU](https://woebothealth.com/IFU)

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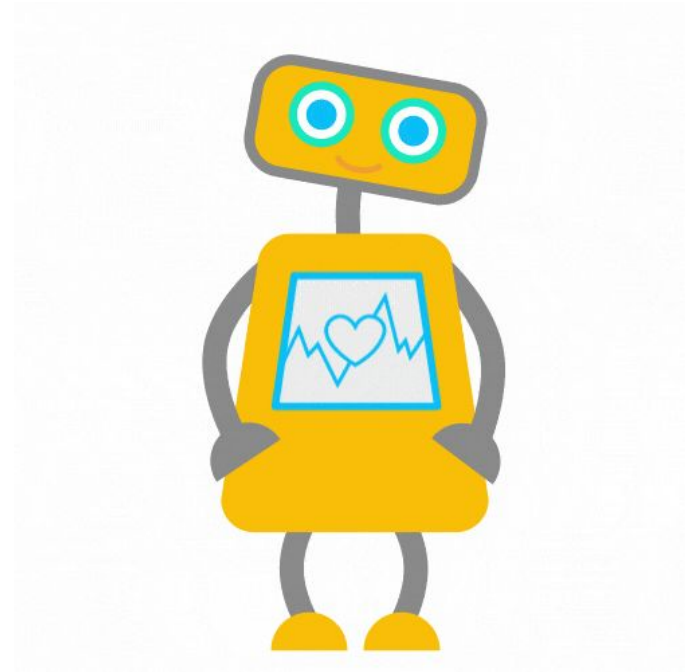


*Relationships and  
Building  
Communication  
Skills*



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# Phased Approach



# Phase 1 Overview

## Goals:

- Leverage Woebot to support 500+ unique patients
- Improved patient outcomes; consumer retention
- Create the right experience for parent/guardian, patient and provider for further expansion

**Timeframe:** October - December

**Locations:** Ashland, Alliance and Perry Pediatric Practices

- Providers can start recommending Woebot to patients Oct. 1

## Program:

- Develop feedback loop from providers, care coordinators, parents/guardians and patients to influence and develop Human + AI IBH approach
- Metrics: Provider adoption, recommendation conversion, patient adoption/utilization, PRO completion, provider and patient satisfaction



# Woebot Recommendation Workflow

**Provider or therapist** identifies patient as a match for Woebot for Adolescents during Well Child Visit or at provider discretion

**Provider or therapist** makes a recommendation to Woebot for Adolescents and sends secure chat to Care Coordinator

**Care Coordinator** sends a scripted MyChart message to the patient with a single use access code, instructions for how to download the app, and information about Woebot

**Care Coordinator** monitors the MyChart message to ensure that it has been read

*\*\*If necessary, Care Coordinator helps patient with the download process*

*MyChart message read;  
access code redeemed*

*MyChart message is read;  
access code NOT redeemed*

*MyChart message not read  
(access code not redeemed)*

No additional action from **CC** needed (reflected in metric reporting)

At 7 business days, **CC** to reach out to re-engage with existing single use access code

**CC** contacts the patient by phone within 2 business days to provide patient with information included in MyChart message

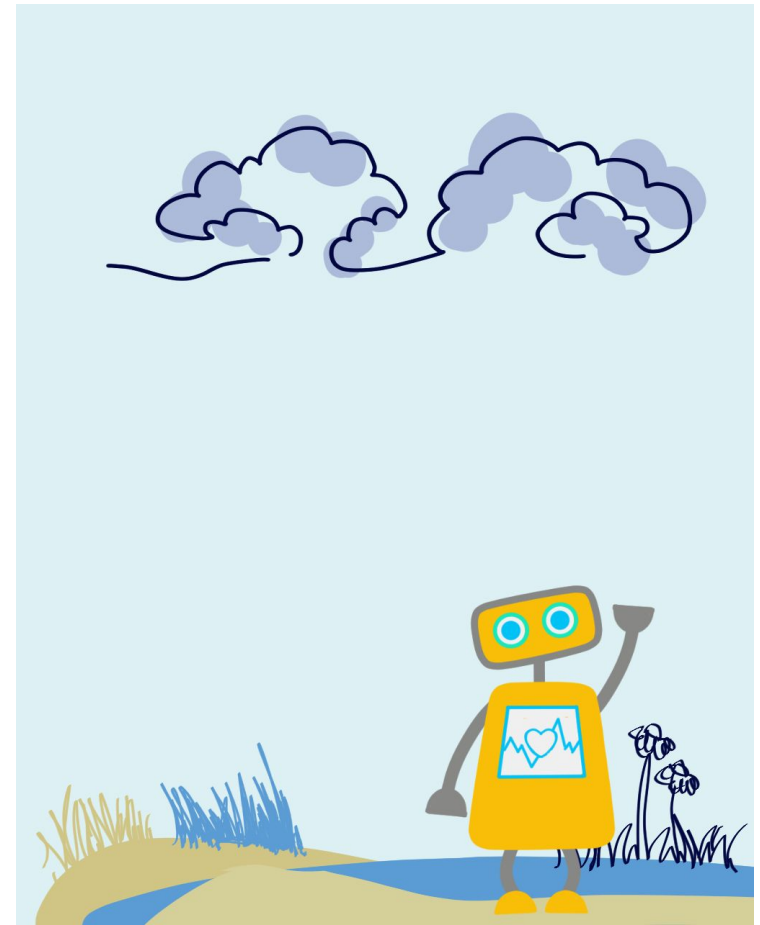
*Please note: Providers and therapists can start recommending Woebot to their patients on October 1st*



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# Quick talking points

- The Woebot for Adolescents app is available 24 hours a day, 365 days a year - to be there in the moments, that you need it at school, at home, and even sometimes in the middle of the night when you cannot sleep
- If you're feeling stressed, worried, down, feeling blah, the Woebot app can help identify how you're feeling and chat through ways to try to help you feel better
- What you write to Woebot is private - your conversations with Woebot (what you write and options you select during the conversation) are not shared with others (except to provide the Services, improve the Services, or to protect us and others)
- Woebot for Adolescents is an app on your phone or tablet to help support your mental health
- There are tools such as gratitude journaling, mood tracking, and mindfulness practices and more




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# MyChart Message

 Your Health Care Team  
Feb 21, 3:14 PM

Dear (Patient Name),

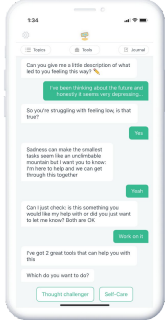
In your most recent visit with (ordering clinician), they discussed the benefits of the Woebot for Adolescents app to support you on your mental health journey.

As a reminder, Woebot is provided to you by Akron Children's Hospital at no cost to you and can help you build skills such as:

- Achieving your goals
- Brain candy (psychoeducation)
- How the mind works
- Managing emotions
- Relationships
- Self care & self image

And tackle problems like:

- Anxious mood and stress
- Relationships
- Low mood and sadness
- Loneliness
- Anger and irritability
- Media literacy
- Communication problems
- Procrastination
- Sleep problems
- Guilt and regret
- Grief about a loved one



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*\*Woebot is not a crisis service. If you are experiencing a crisis or medical emergency call 911 or 988 or go to your nearest emergency room.*

Sincerely,  
Your Primary Care Team

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# Additional FAQs

## Who will be recommended to Woebot for Adolescents?

Patients that meet the following criteria will be recommended to the Woebot app by their ACH provider or MHT:

- ACH established patients (13-17 yrs old)
- Express mood or anxiety concerns or is appropriate based on clinical judgement or provider discretion
- English speaking
- Have a smartphone and consistent access to the internet

Woebot for Adolescents may not be suitable for individuals with certain mental health symptoms or conditions, such as:

- thoughts of suicide or violence toward others
- conditions or symptoms that compromise thinking and decision-making (like developmental disorders or cognitive impairments)

More about Woebot for Adolescents Instructions for Use documentation [here](#).

## How will the Care Coordinator know who has been recommended to Woebot?

The provider will send a secure chat with a recommendation to Woebot for Adolescents. You will be able to see open rates of those messages within MyChart. Woebot Health will also be able to see which SUACs (single use access codes) have been redeemed.

Woebot is not able to see the MRN and Patient Name of Woebot users. CC will note that a SUAC has been offered and which provider recommended it.

## How long will patients have access to Woebot?

12 months from the date they activated their Woebot account

## How is the patient's information kept private and secure?

Confidentiality and privacy are important. When it comes to security, Woebot is compliant with HIPAA standards and is audited annually on compliance during our SOC2 Type II + HIPAA assessment.



# Additional FAQs cont'd

## **What is a SUAC?**

A SUAC (also known as a single use access code) is the access code that will be provided to you to share with patients upon receiving a recommendation for the app from the provider. This access code will provide patients with direct access to a Woebot account upon activation. Patients will need to download the Woebot app from the Apple App Store or Google Play Store and then type (or copy & paste) their Access Code into the Woebot app upon account activation.

## **What is a magic link?**

A magic link is a link that has the access code the patient should use to enter Woebot embedded. Meaning, if the patient uses this link, provided in their MyChart message, they won't need to type out their access code once they've downloaded Woebot. They will be routed to create an account and can continue with onboarding from there.

## **Can patients share their access code with others who might benefit from Woebot?**

Unfortunately, no. The access code provided to you is a single use access code and only to be used by the patient who has been recommended by their physician or MHT. Only the patient who a provider has determined could benefit from the app should use the app.

## **What if the patient is NOT MyChart enabled?**

If the patient is NOT MyChart enabled, please call the patient. If the patient does not answer the phone, do not leave a voicemail – then attempt to call the patient a second time the next day. If the patient still does not answer – do not leave a voicemail.

If the patient does answer the phone, explain to the patient that a MyChart account is needed to activate their Woebot account and assist them in activating their MyChart account.

## **What if the patient tells me they're in crisis or have thoughts of harming themselves or others?**

Woebot is not a child or elder abuse detection, prevention or intervention service. Woebot is not a suicide detection, prevention or intervention service. You should contact your local emergency services, such as 988 or 911. If you do so, please also contact someone you feel comfortable with who can support you. You can also type 'Helplines' into your chat with Woebot, which will provide links to local helplines in your area.



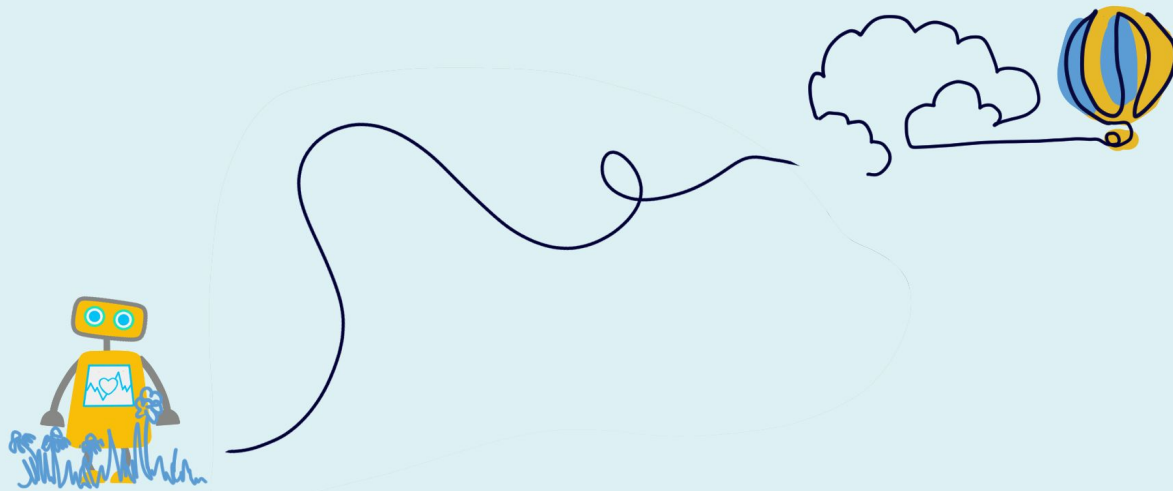
# Have more questions?

- To help onboard and get your patients started using Woebot: contact a care coordinator
- For program and operations questions: contact Meredith Strassburger at [mstrassburger@akronchildrens.org](mailto:mstrassburger@akronchildrens.org) and / or Kate Saucier at [ksaucier@akronchildrens.org](mailto:ksaucier@akronchildrens.org)
- For deployment-related questions and/or Woebot user support needs: contact [support@woebothealth.com](mailto:support@woebothealth.com)



# Thank you





# Akron Children's Woebot for Adolescents Deployment Care Coordinator Training



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Woebot Health's Approach to Safety

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Live Demo

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Onboarding

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Workflow

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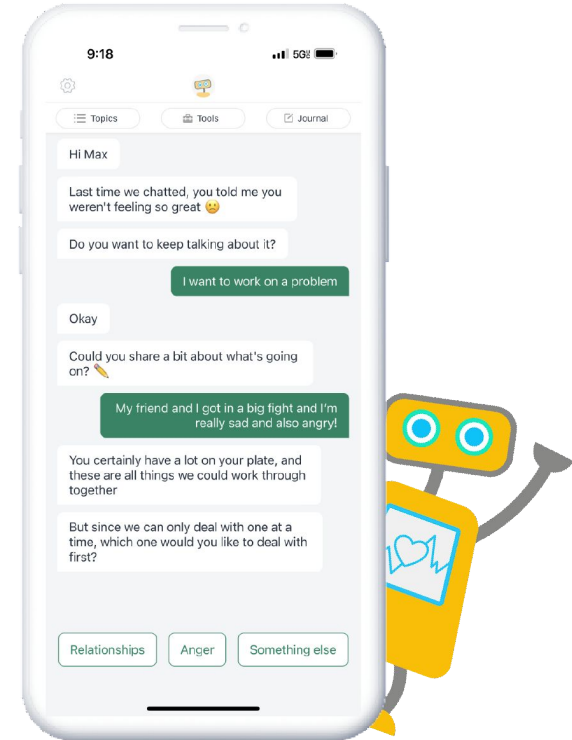
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# Woebot Health's Approach to Safety

1

## Informed Use

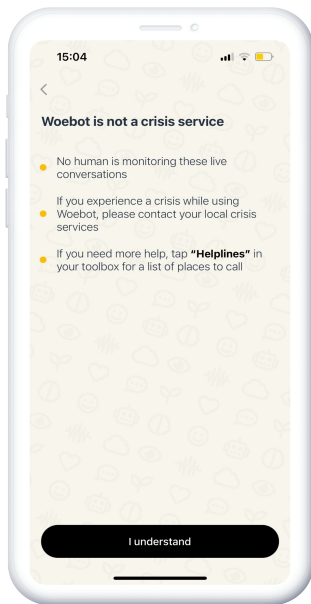
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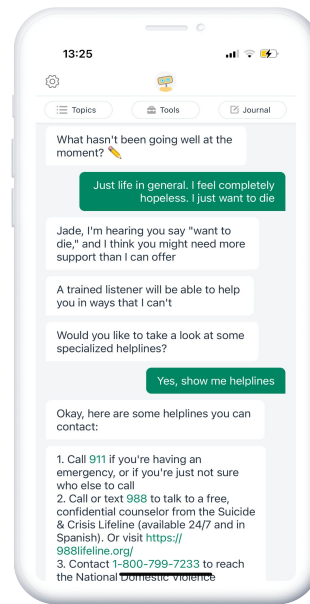
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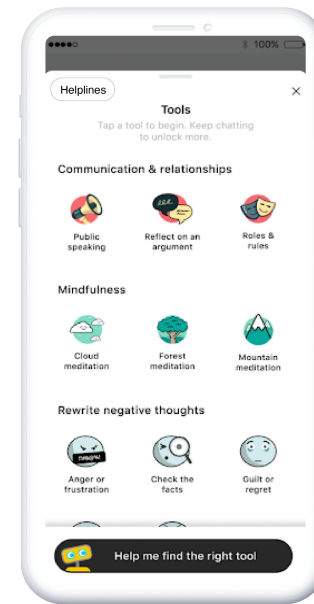
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### During a Conversation: Routing to Helplines



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# Safety Governance

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MD, PhD, MPH  
VP, Regulatory  
Science & Strategy



Steven George  
PharmD, MBA/MHA  
Head of Device  
Vigilance



Tim Mariano,  
MD, PhD, MSc  
VP, Medical Strategy



Athena Robinson,  
PhD  
Chief Clinical Officer



Gregory Fiore, MD  
External Physician  
Chair, SSI

### Education

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- Standard Operating Procedures

### Surveillance

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- Recommendations

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# What and How to Report

## Adverse Event (AE):

Any unfavorable and unintended sign, symptom, or disease temporally associated with the use of the product, **whether or not considered related to the product**. For that reason, an AE can be any unfavorable and unintended sign, symptom or disease associated with the use of an product. Worsening of a pre-existing medical condition in frequency or severity should also be considered an AE.

## Serious Adverse Event (SAE):

Any adverse event that results in any of the following outcomes:

- death
- a life-threatening event (with immediate risk of death)
- inpatient hospitalization or a prolongation of an existing hospitalization
- persistent or significant disability/incapacity
- a congenital anomaly/birth defect
- important medical events that may not result in death, be life-threatening, or require hospitalization may be considered a serious adverse event when, based upon appropriate medical judgment, they may jeopardize the patient or subject and may require medical or surgical intervention to prevent one of the outcomes listed above

**Disclaimer:** Woebot for Adolescents is not evaluated, cleared or approved by FDA. It may be considered as an adjunct to clinical care, it does not replace clinical care. These screenshots are for example only and may not be reflective of entity-specific helplines. Woebot does not provide crisis counseling and is not a suicide prevention or crisis intervention service. Concerning language and escalation data is provided to clinical program or clinical study customers and is not reviewed or assessed internally at Woebot Health in real-time for intervention and such data is not used for managing potential crises or any acute or non-acute patient safety issue. Discomfort may be experienced when answering sensitive questions. Temporary upset may occur as a result of discontinued access to the Woebot Health Platform.

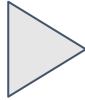


# What to report

## Potential Situations

## How these can sound in the field:

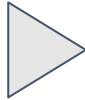
Use error / improper device use



*"I had my sister use my app and she thought it was great"*

*"I found a workaround that allows me to access the app quicker - I can bypass the normal app warnings to get started sooner!"*

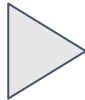
Device provides ineffective support, leading to worsening condition or other device issue associated with other report of how patient feels



*"I am finding that the app is funny lately - it's not logically answering my prompts. I am getting laughs though - is that part of the regimen?"*

*"I couldn't access the app and now I am feeling worse"*

Software failure or unavailability leads to delayed access



*"I am finding that the app is continuously lagging lately - its difficult to use and I don't feel supported like I used to"*



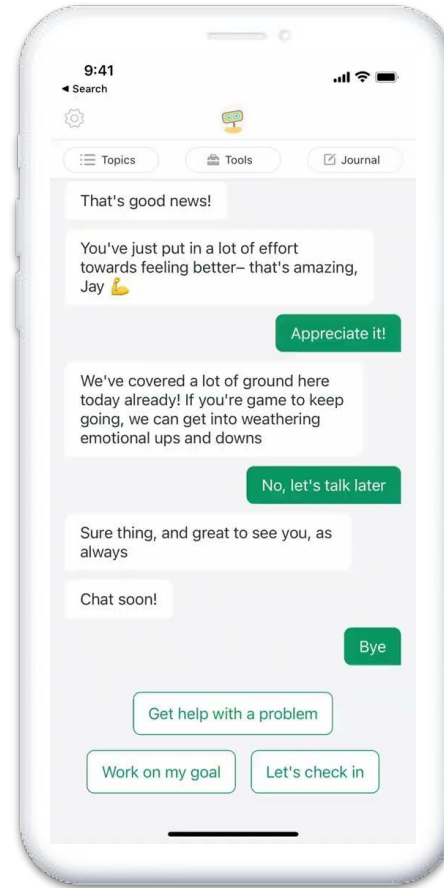
# Let's walk through an example



Instructions for Use

[woebothealth.com/IFU](https://woebothealth.com/IFU)

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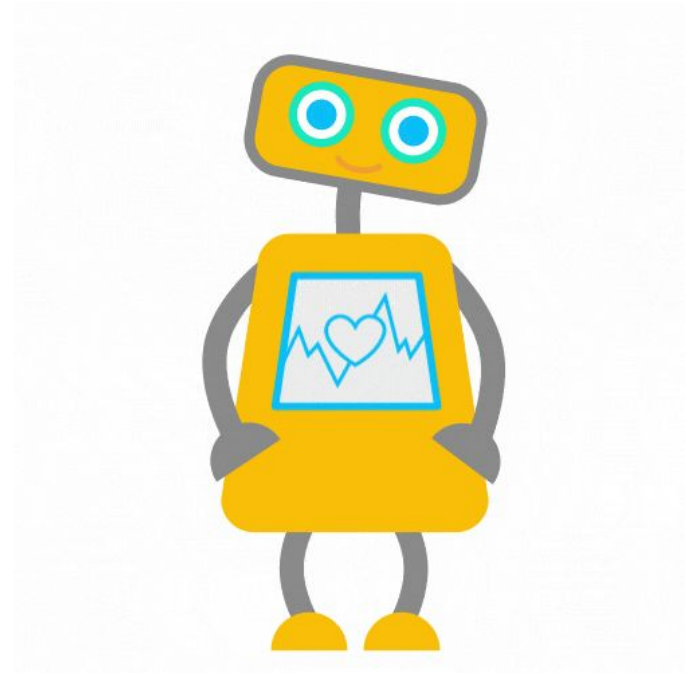


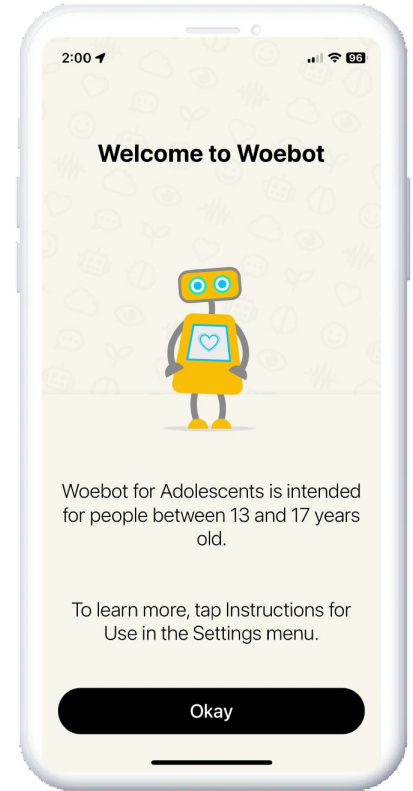
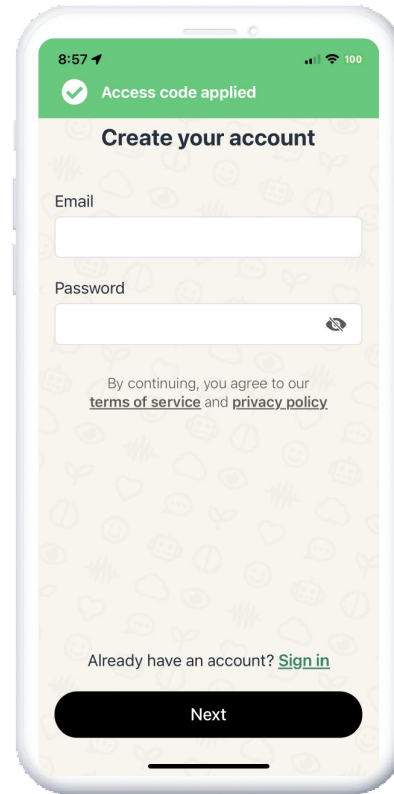
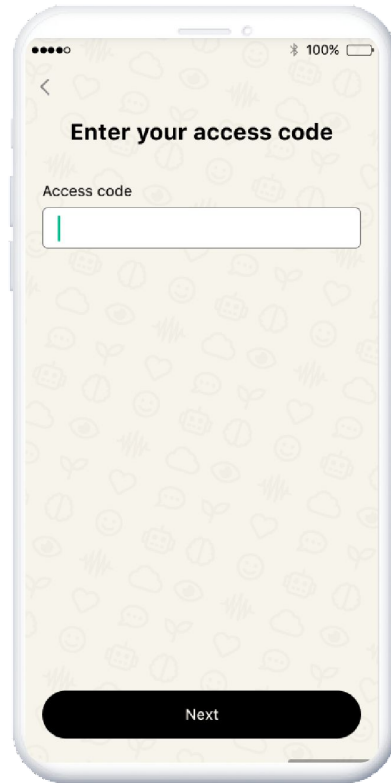
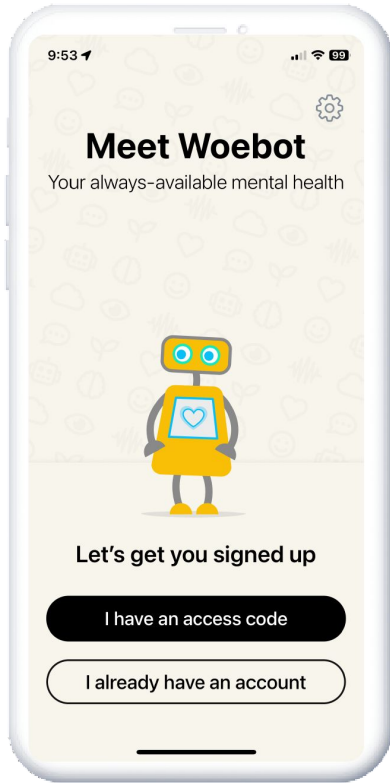
*Relationships and  
Building  
Communication  
Skills*



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# Onboarding for Care Coordinators

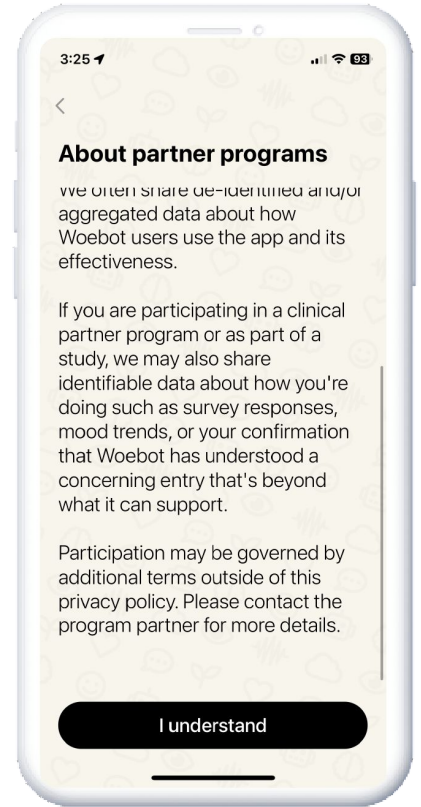
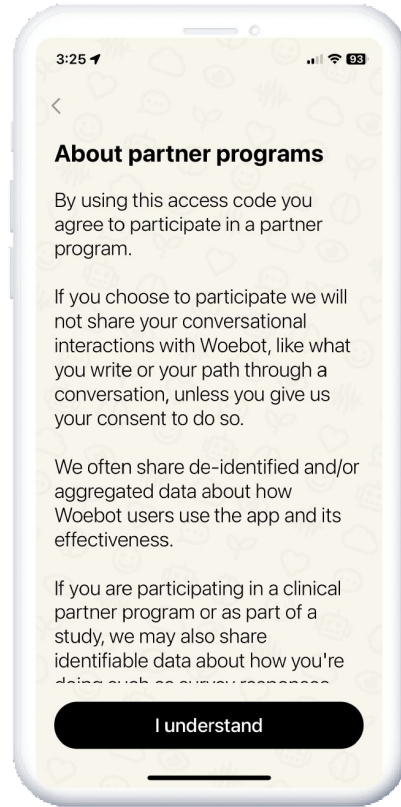
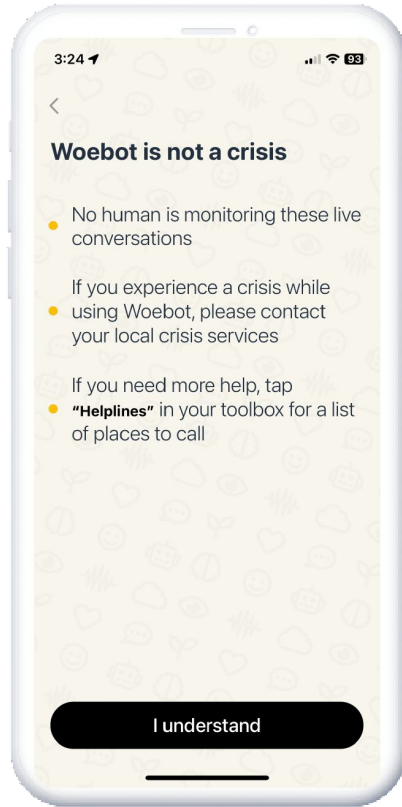
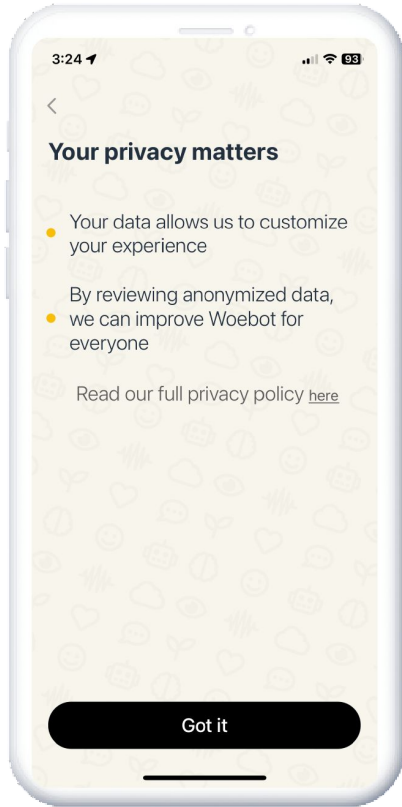




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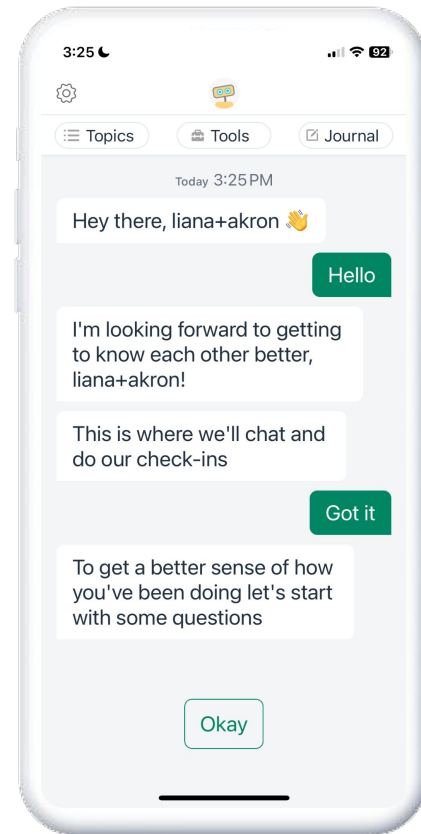
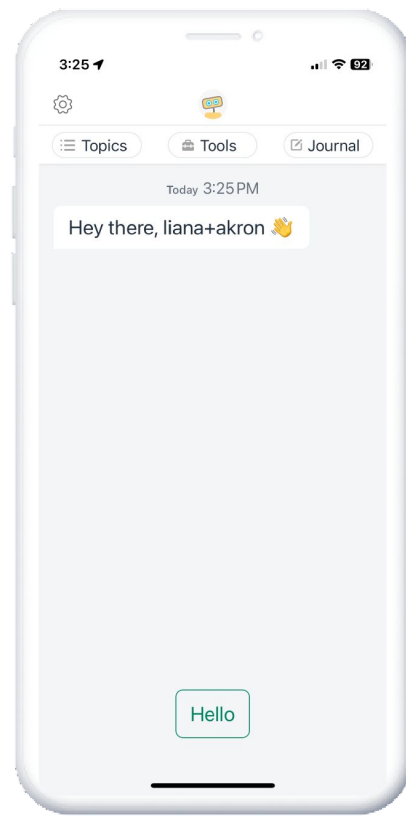
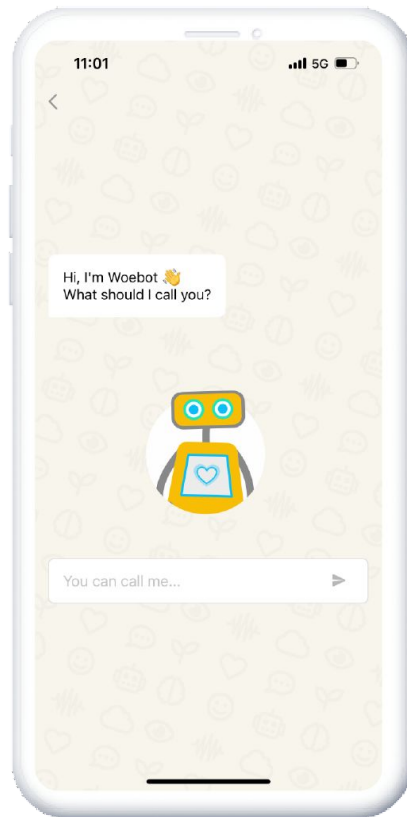
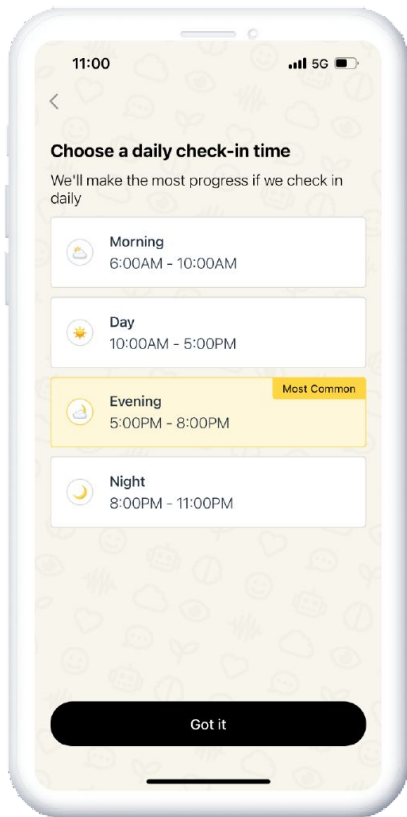
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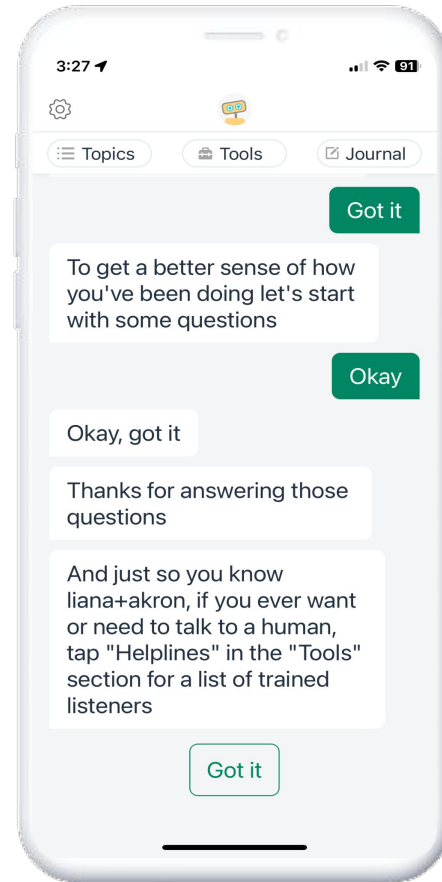
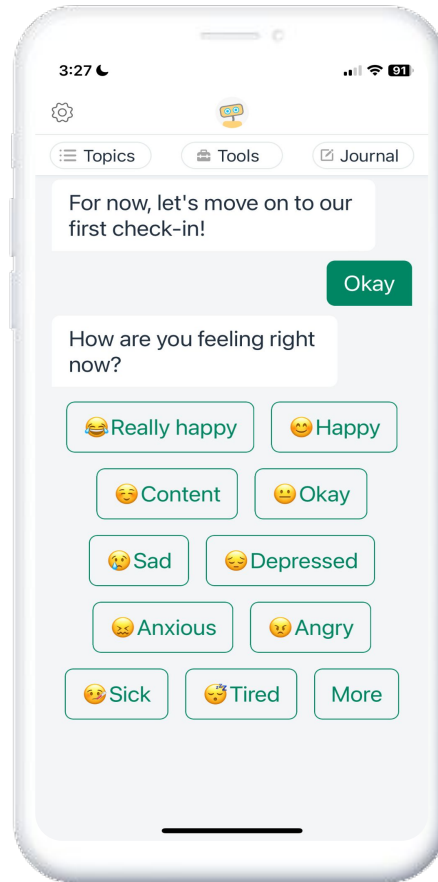
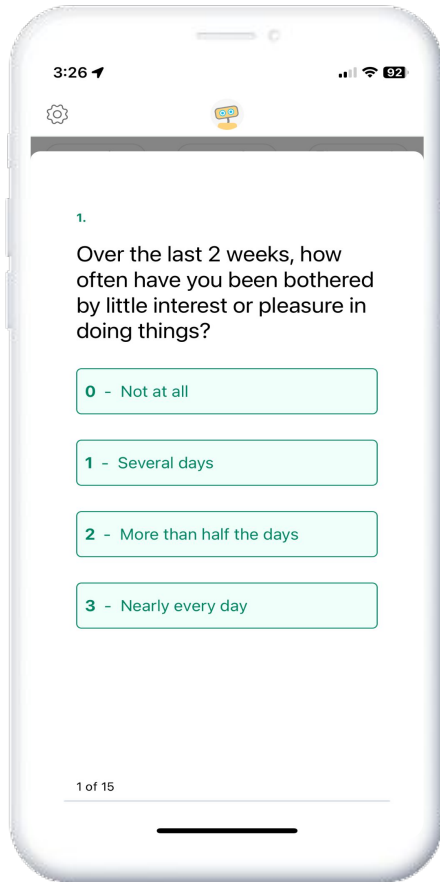
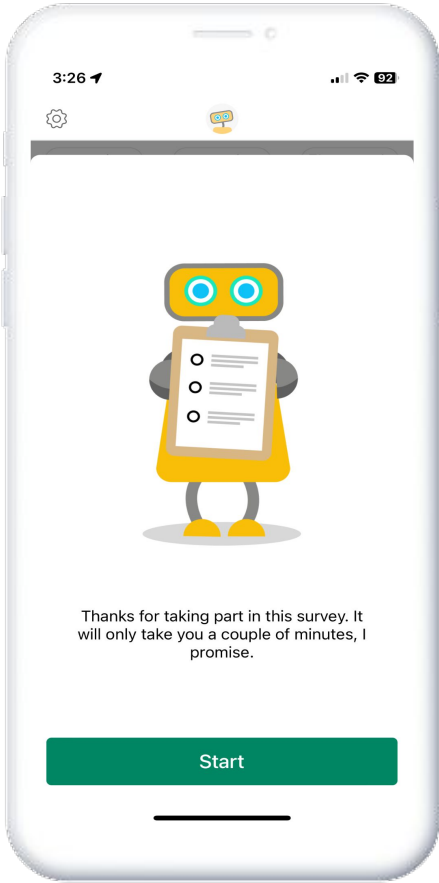
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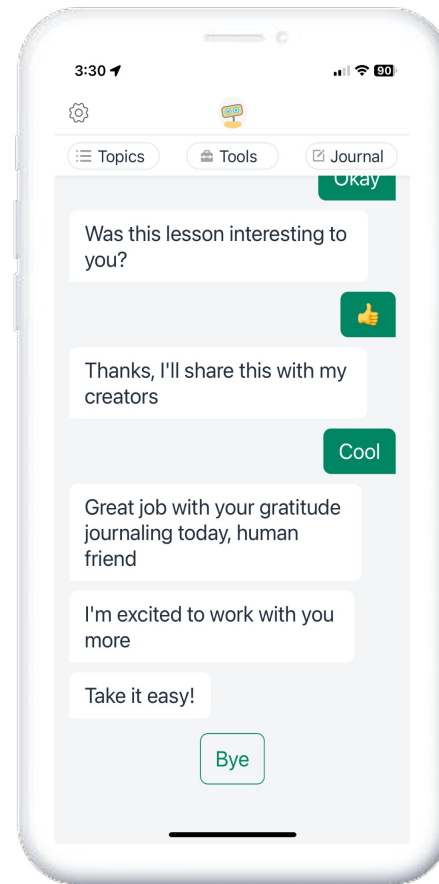
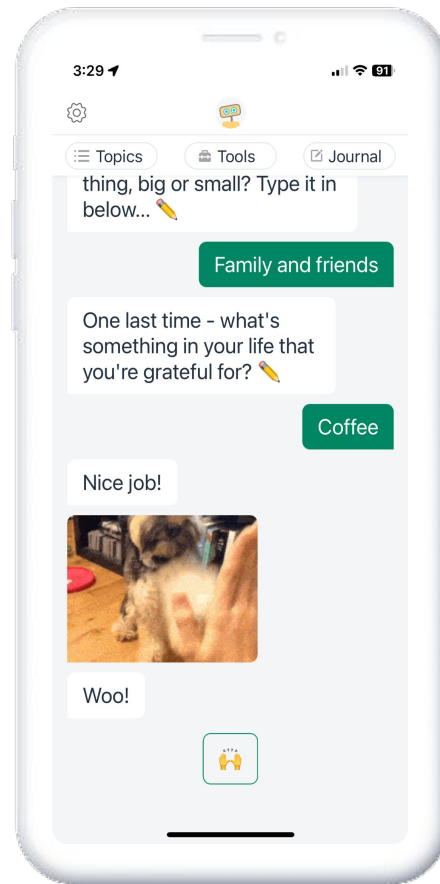
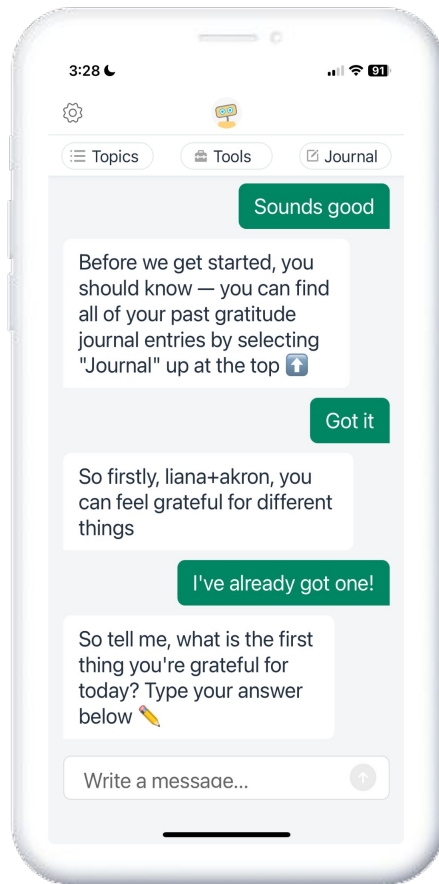
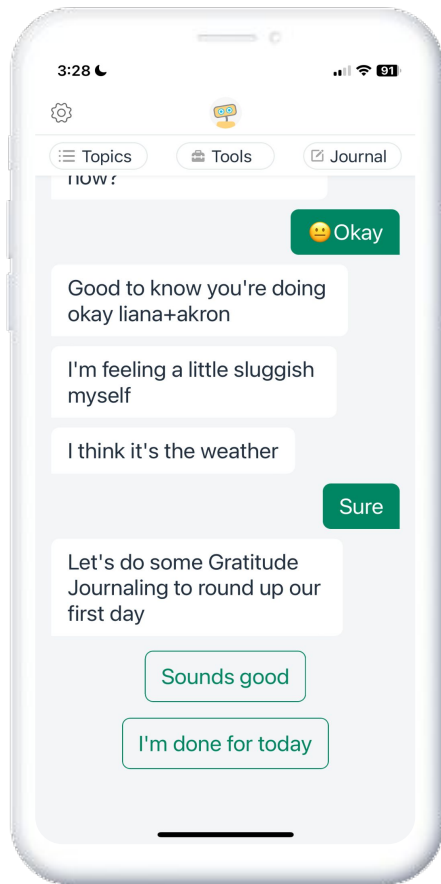


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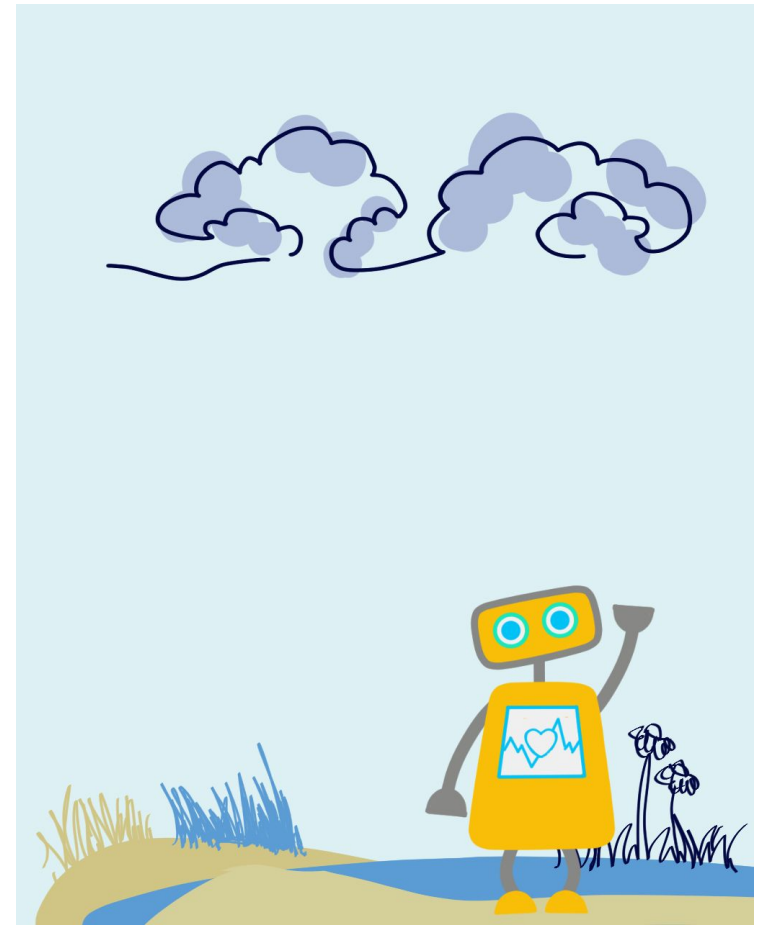
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# Quick talking points

- The Woebot for Adolescents app is available 24 hours a day, 365 days a year - to be there in the moments, that you need it at school, at home, and even sometimes in the middle of the night when you cannot sleep
- If you're feeling stressed, worried, down, feeling blah, the Woebot app can help identify how you're feeling and chat through ways to try to help you feel better
- What you write to Woebot is private - your conversations with Woebot (what you write and options you select during the conversation) are not shared with others (except to provide the Services, improve the Services, or to protect us and others)
- Woebot for Adolescents is an app on your phone or tablet to help support your mental health
- There are tools such as gratitude journaling, mood tracking, and mindfulness practices and more



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# Additional FAQs

## Who will be recommended to Woebot for Adolescents?

Patients that meet the following criteria will be recommended to the Woebot app by their ACH provider or MHT:

- ACH established patients (13-17 yrs old)
- Express mood or anxiety concerns or is appropriate based on clinical judgement or provider discretion
- English speaking
- Have a smartphone and consistent access to the internet

Woebot for Adolescents may not be suitable for individuals with certain mental health symptoms or conditions, such as:

- thoughts of suicide or violence toward others
- conditions or symptoms that compromise thinking and decision-making (like developmental disorders or cognitive impairments)

More about Woebot for Adolescents Instructions for Use documentation [here](#).

## How will the Care Coordinator know who has been recommended to Woebot?

The provider will send a secure chat with a recommendation to Woebot for Adolescents. You will be able to see open rates of those messages within MyChart. Woebot Health will also be able to see which SUACs (single use access codes) have been redeemed.

Woebot is not able to see the MRN and Patient Name of Woebot users. CC will note that a SUAC has been offered and which provider recommended it.

## How long will patients have access to Woebot?

12 months from the date they activated their Woebot account

## How is the patient's information kept private and secure?

Confidentiality and privacy are important. When it comes to security, Woebot is compliant with HIPAA standards and is audited annually on compliance during our SOC2 Type II + HIPAA assessment.



# Additional FAQs cont'd

## **What is a SUAC?**

A SUAC (also known as a single use access code) is the access code that will be provided to you to share with patients upon receiving a recommendation for the app from the provider. This access code will provide patients with direct access to a Woebot account upon activation. Patients will need to download the Woebot app from the Apple App Store or Google Play Store and then type (or copy & paste) their Access Code into the Woebot app upon account activation.

## **What is a magic link?**

A magic link is a link that has the access code the patient should use to enter Woebot embedded. Meaning, if the patient uses this link, provided in their MyChart message, they won't need to type out their access code once they've downloaded Woebot. They will be routed to create an account and can continue with onboarding from there.

## **Can patients share their access code with others who might benefit from Woebot?**

Unfortunately, no. The access code provided to you is a single use access code and only to be used by the patient who has been recommended by their physician or MHT. Only the patient who a provider has determined could benefit from the app should use the app.

## **What if the patient is NOT MyChart enabled?**

If the patient is NOT MyChart enabled, please call the patient. If the patient does not answer the phone, do not leave a voicemail – then attempt to call the patient a second time the next day. If the patient still does not answer – do not leave a voicemail.

If the patient does answer the phone, explain to the patient that a MyChart account is needed to activate their Woebot account and assist them in activating their MyChart account.

## **What if the patient tells me they're in crisis or have thoughts of harming themselves or others?**

Woebot is not a child or elder abuse detection, prevention or intervention service. Woebot is not a suicide detection, prevention or intervention service. You should contact your local emergency services, such as 988 or 911. If you do so, please also contact someone you feel comfortable with who can support you. You can also type 'Helplines' into your chat with Woebot, which will provide links to local helplines in your area.



# Woebot Recommendation Workflow

**Provider or therapist** identifies patient as a match for Woebot for Adolescents during Well Child Visit and/or at provider discretion

**Provider or therapist** makes a recommendation to Woebot for Adolescents and sends secure chat to Care Coordinator

**Care Coordinator** sends a scripted MyChart message to the patient with a single use access code, instructions for how to download the app, and information about Woebot

**Care Coordinator** monitors the MyChart message to ensure that it has been read

*\*\*If necessary, Care Coordinator helps patient with the download process*

*MyChart message read;  
access code redeemed*

*MyChart message is read;  
access code NOT redeemed*

*MyChart message not read  
(access code not redeemed)*

No additional action from **CC** needed (reflected in metric reporting)

At 7 business days, **CC** to reach out to re-engage with existing single use access code


**CC** contacts the patient by phone within 2 business days to provide patient with information included in MyChart message

*Please note: Providers and therapists can start recommending Woebot to their patients on October 1st*



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# MyChart Message

 Your Health Care Team  
Feb 21, 3:14 PM

Dear (Patient Name),

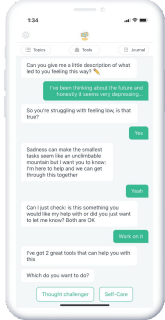
In your most recent visit with (ordering clinician), they discussed the benefits of the Woebot for Adolescents app to support you on your mental health journey.

As a reminder, Woebot is provided to you by Akron Children's Hospital at no cost to you and can help you build skills such as:

- Achieving your goals
- Brain candy (psychoeducation)
- How the mind works
- Managing emotions
- Relationships
- Self care & self image

And tackle problems like:

- Anxious mood and stress
- Relationships
- Low mood and sadness
- Loneliness
- Anger and irritability
- Media literacy
- Communication problems
- Procrastination
- Sleep problems
- Guilt and regret
- Grief about a loved one



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*\*Woebot is not a crisis service. If you are experiencing a crisis or medical emergency call 911 or 988 or go to your nearest emergency room.*

Sincerely,  
Your Primary Care Team

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# Tracking



## Shared SUAC spreadsheet [In development]

- Care coordinator
- Date Woebot was offered
- Clinician Name
- SUAC Shared Date
- **Single User Access Code (SUAC)**
- Access Link
- User Redeemed Date/Time

Note: each site in different tab

## Akron only spreadsheet [In development]

- **Single User Access Code (SUAC)**
- MRN
- Patient Name

Note: each site in different tab

## Redemption status (delivered daily from Woebot to Akron)

- **Single User Access Code (SUAC)**
- Activated (yes/no)
- Signup Time
- Segment (site)

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# Have more questions?

- For program and operations questions: contact Meredith Strassburger at [mstrassburger@akronchildrens.org](mailto:mstrassburger@akronchildrens.org) and / or Kate Saucier at [ksaucier@akronchildrens.org](mailto:ksaucier@akronchildrens.org)
- For deployment-related questions and/or Woebot user support needs: contact [support@woebothealth.com](mailto:support@woebothealth.com)



# Thank you

