

Frequently Asked Questions

Background

Who is Woebot for Adolescents for?

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

- ACH patients (13-17 yrs old)
- Have mild-to-moderate depression and/or anxiety - clinical index of suspicion
- 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](#).

Which sites will be recommending patients to Woebot for Adolescents?

- Ashland
- Alliance
- Perry

Woebot recommendation workflow:

- Provider makes Woebot recommendation and sends secure chat to Care Coordinator about Woebot for Adolescent patient
- Care Coordinator sends a scripted MyChart message to the patient with the Single Use Access Code (SUAC) instructions for how to download the app, and information about Woebot
- Care Coordinator monitors the MyChart message to ensure that it has been read
- Follow one of the paths below, depending on the action or inaction taken by the patient:
 - **MyChart message read; SUAC redeemed:** No additional action from CC needed (reflected in metric reporting)

- **MyChart message read; SUAC not redeemed:** At 7 business days, CC to reach out to re-engage with existing single use access code
- **MyChart message not read; SUAC not redeemed:** If MyChart message is not read within two days, the CC contacts the patient by phone to provide patient with information and help download and onboard to the app

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

The provider will send a secure chat to CC with MRN of patient interested in receiving Woebot SUAC. CC will be able to see open rates of those messages within MyChart. Woebot Health will also be able to see which SUACs 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 follows the same confidentiality and HIPAA standards that hospitals follow.

SUACs

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 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 referred by their physician or MHT.

Patient Communications

What will the MyChart message say?

(TBD - will include when message is approved)

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.

If the patient refuses a MyChart account, CC can provide the SUAC by phone.

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

Woebot is not a crisis 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.
