



SymptomScreen

Guide Set 8 Release Notes

September 25, 2023

The following is a list of changes in this release of the SymptomScreen guides. The main purpose of this release is to reorder questions in order to improve screening performance and to introduce a new STAT priority. These changes are discussed below, as well as a few other minor changes that were included.

Please visit SymptomScreen Admin (<https://admin.symptomscreen.com>) to review the pending guide set, optionally customize pending guides, and publish the new guide set at your convenience. If you don't publish the new guide set yourself, it will be automatically published on October 11th. (Please let us know if you need additional time to review the changes.)

Questions Reordered

As part of our effort to make screening as fast as possible, we analyzed the frequency of answers to the questions used in each guide. We then reordered the questions so that the most commonly selected questions are asked first. This is a relatively small change but hopefully meaningful when applied to all of the calls taken by your staff!

The exceptions to this reordering process were:

- When asking questions in a particular order made it easier for the caller to understand the intent and to respond correctly.
- “Severe pain now”, “Getting worse”, and “Started within the past 3 days” while frequently selected questions, were left last in the questions within one priority because they are more subjective questions, and it was felt that a “yes” response to a more specific question would be more valuable.

Updates to the Priorities

For most accounts created after September 1st, two changes were made to the priorities:

1. Nicknames were shortened and changed to reflect the authors' intent when sorting questions into priorities:
 - Red Now (previously Priority 1A)
 - Red 15 Minutes (previously Priority 1B)
 - Yellow 1 Hour (previously Priority 2A)

- Yellow 4 Hours (previously Priority 2B)
 - Green 8 Hours (previously Priority 3A)
 - Green 24 Hours (previously Priority 3B)
 - Green As Convenient (previously Priority 3C)
2. A new priority was added: Red STAT. This is intended for the subset of questions that were in Red Now (Priority 1A) that many organizations felt could go directly to 911. Examples includes someone who is unconscious or a pregnant woman who feels the need to push.

If your account was created before September 1st, these changes were not applied to your account. We did this because many organizations have customized their priorities and the new nicknames wouldn't make sense. And many organizations have already created their own "Priority 911" and do not need another STAT priority. However, if you would like to understand what it would mean to apply these updates to your account, please contact SymptomScreen Support at support@symptomscreen.com.

Guides Moved to More Appropriate Categories

- Breast Symptoms moved from Breathing and Chest Symptoms to Miscellaneous Symptoms
- Hiccups moved from Breathing and Chest Symptoms to Miscellaneous Symptoms
- COVID-19 Exposure moved from Miscellaneous Symptoms to Breathing and Chest Symptoms
- COVID-19 Suspected moved from Miscellaneous Symptoms to Breathing and Chest Symptoms
- Hoarseness moved from Mouth Symptoms to Breathing and Chest Symptoms

Minor Updates to Guides

- **Passed Out (Fainted)** was renamed to **Fainted (Passed Out)** because analysis of search data showed that users searched for "fainted" more often than "passed out".
- **Leg Swelling – Not From Injury** was changed so that "Leg swelling on one side only" is at Yellow 1 Hour (2A) rather than Yellow 4 Hours (2B).
- **Hair Loss** was changed so that "All other calls about this symptom" is at Green As Convenient (3C) rather than Green 24 Hours (3B)
- "Post-Op Incision Concerns" was added as an alternative title to **Suture Concerns**