

COVID-19 Symptom Checker

What is Buoy Health?

Buoy Health (pronounced boo-E) develops web-based symptom checkers that help take the guesswork out of healthcare. It allows users to research *what do I have* and *what should I do about it*.

What is the COVID-19 symptom checker?

The COVID-19 symptom checker provides UnitedHealth Group employees and family members with a tool configured to support individual needs related to COVID-19, including personalized information and care recommendations based on the latest CDC guidance.

How is the COVID-19 symptom checker kept up-to-date?

The Buoy Health full-time clinical team reviews and updates internal rules regularly, sometimes daily, to ensure that users are receiving guidance in line with the latest CDC research and guidelines around COVID-19.

Who can use this product?

The COVID-19 symptom checker is available at no cost to US based UnitedHealth Group employees.

How does it work?

- To start, simply enter symptoms.
- The COVID-19 symptom checker is designed to feel like you're chatting with a doctor.
- The COVID-19 symptom checkers algorithm then analyzes answers in real-time and decides the most important question to ask next.
- In less than a minute, the COVID-19 symptom checker is able to understand the case in detail and analyze the risk for COVID-19.
- The COVID-19 symptom checker will then make a care level recommendation.

Where can I go with questions?

The COVID-19 symptom checker is for informational purposes only and is not a replacement for actual care. All employees should use their best judgment to seek care when and where they believe it is most appropriate. If you have specific clinical questions or concerns, please contact your provider or Health Care Advisor at 800-357-1371.

For technical questions or support specific to the COVID-19 symptom checker, you can visit [Buoy's support center](#) directly or email support@buoyhealth.com.

Access the COVID-19 symptom checker via the Hub or
https://www.buoyhealth.com/symptom-checker/?configuration=uhg_01&concern=coronavirus.