

COVID Tracker app



Coronavirus
COVID-19
Public Health
Advice

Information for healthcare workers and GPs

- The HSE has made a free smartphone app that helps improve contact tracing for COVID-19.
- Using the app can help make contact tracing faster and more accurate, reducing the spread of coronavirus
- The app protects users' privacy and lets them keep control of their information.

What does the app do?

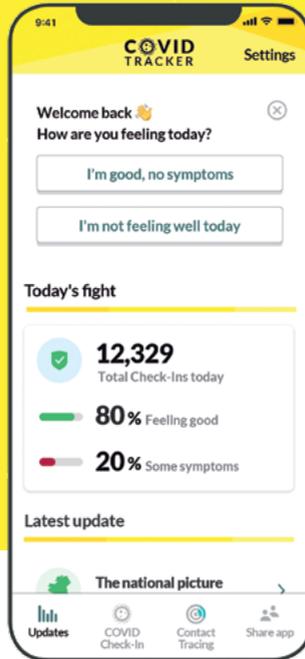
People who use the app can:

- > get an alert if they have been in close contact with someone who tests positive for COVID-19
- > alert others if they test positive for coronavirus – this will help keep other people safe
- > track symptoms and get advice on what to do if they're sick
- > get regular updates, and protect themselves and others as we learn to live with COVID-19



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How does the COVID Tracker app work?



1. Contact tracing

- It helps us to speed up contact tracing and reach more people with the right advice.
- When someone tests positive for COVID-19, HSE contact tracing teams identify their close contacts. The contact tracing team tells these close contacts what to do and advises on testing for COVID-19.
- The app helps to find close contacts people may have forgotten, or who are unknown to them. The app does this while protecting users' privacy.

2. COVID Check-In

People can use the app to record symptoms and get advice on what to do. This information can be useful if they later present to a GP, to help recall when they first noticed symptoms. The information shared is anonymous and can also be used to help us understand how COVID-19 is spreading and affecting people in Ireland.

3. Updates on COVID-19

App users have access to the latest information about COVID-19 in Ireland.

How does the app protect privacy?

- The app exchanges secure, anonymous records when people using the app are in close contact with each other. The app will never identify app users to each other and they cannot access each other's information.
- The app does not collect names, locations or movements. Records are collected anonymously and stored on the user's mobile phone.
- If a person tests positive for COVID-19, they can choose to upload their records to anonymously alert their close contacts.
- Users can choose to put their mobile phone number into the app. The contact tracing team will call them, if they receive a close contact alert, to give advice and arrange a test, if needed.
- If people use the COVID Check-In function to record any symptoms, they can anonymously share their town or county, age group and sex, to help the HSE understand the spread of COVID-19 in Ireland.

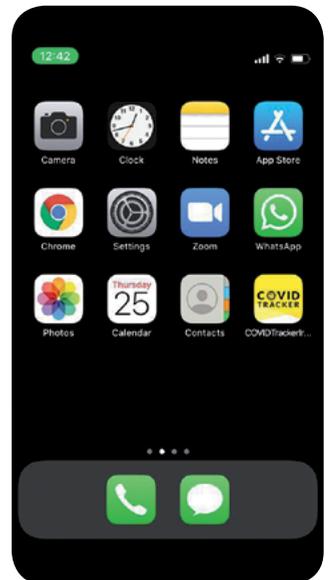
How do I download the COVID Tracker app?

1. Go to www.covidtracker.ie on your phone and follow the steps on the page.

OR

2. Go to the **Google Play Store** or **Apple App Store** on your mobile phone. Search '**COVID Tracker Ireland**' and click 'Install' or 'Get'.

You can uninstall the app at any time.



Can health care workers use the app?

Yes they can. If you are a healthcare worker and you receive a close contact alert, you should request a call back from the contact tracing team. The team will tell you what steps to take. Always follow HPSC protocols and any local guidelines on what to do if you are in close contact with someone who has tested positive for COVID-19.

Using the app during patient care

If you are caring for patients while wearing PPE, the COVID Tracker app will not be able to distinguish that you are in PPE. Therefore, if you spend more than 15 minutes within 2 metres of a patient who subsequently tests positive for COVID-19, the app may identify you as being a close contact.

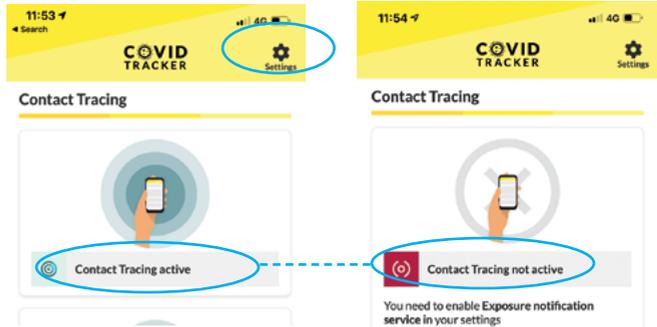
The recommendation from Public Health is that GPs and other healthcare workers involved in patient care should turn off the contact tracing feature in the app when they begin patient care, and importantly remember to switch it back on when you finish work at shift or session end.

This will prevent you receiving anonymous close contact alerts from the app while you are wearing PPE. Any close contact events in a clinical setting will still be picked up by the manual contact tracing process.

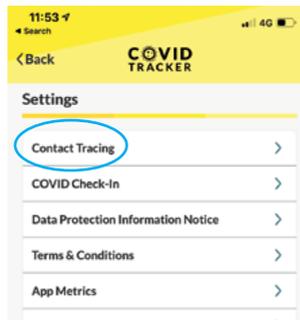
This guidance only applies to staff who wear PPE when providing care to patients. All other staff can carry on using the app as normal.

How to turn contact tracing on and off:

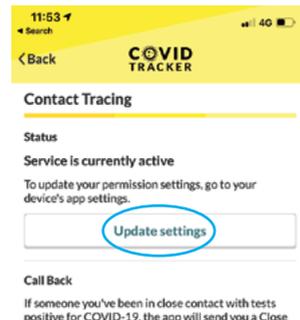
1. Open the app, tap the settings icon in the top right corner



2. Tap Contact tracing



3. Tap Update settings



4. Now in your phone settings, switch COVID-19 Exposure Notifications on or off



Information for GPs on contact tracing

A key function of the app is to speed up the contact tracing process. If a positive case uploads their records anonymously on the app, it takes about three hours to alert their app close contacts. This improves the impact of contact tracing as it can remove potential cases from circulation.

App users can choose to record their mobile phone number in the app. This enables the contact tracing team to call them to organise testing, if appropriate. On receipt of a close contact alert, a user could also decide instead to contact their GP. It is important that GPs are aware that they may receive these genuine calls. You can provide appropriate support like you do for other concerned patients who are close contacts of someone with COVID-19.

We have all helped to reduce the spread of COVID-19 in Ireland. The more people who download and use the app, the more it will help to reduce the spread of COVID-19.

Download the app today and help us to quickly trace and help those with COVID-19.

For more information, go to covidtracker.ie

Stay safe. Protect each other.



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