

FAQ Categories

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General

1. What is Buoy?

Buoy Health is a digital health company launched out of the Harvard Innovation Lab in 2014 and based in Boston, Massachusetts. Buoy's chat experience – designed to feel like chatting with a real doctor – is driven by artificial intelligence (AI), with an algorithm informed by medical models built and regularly reviewed by our in-house team of doctors and clinicians. The data points that inform these models come from thousands of carefully reviewed clinical papers, and our medical team continues to rely on evidence-based literature and guidelines from trusted academic journals to expand Buoy's understanding.

2. What is Back With Care™?

Back With Care™ is a digital tool created by Buoy to protect you and your co-workers from exposure to COVID-19. It's quick, simple to use, and secure. Every day, before coming to work, you will be screened through a series of questions for determining risk factors for COVID-19. Back With Care™ takes into account both personal and environmental risk factors. Based on the results, Buoy may give you a pass for in-person work. Or, if you are advised to stay home, you will be connected to resources for help with managing your symptoms.

Back With Care™ helps you understand the personal risk factors to consider before returning to in-person work. These factors can include medical conditions that put you, or those around you, at higher risk if infected with COVID-19. If there are personal considerations impacting your decision to return to in-person work, you will have the option to opt out of in-person work. If you do choose to do that, your employer will reach out to you to see if you have any additional needs, questions or concerns. This choice will not affect employment status in any way.

In addition to daily screening, Back With Care™ can connect you with other resources that can help you and your loved ones manage the effects of the pandemic. These resources include but are not limited to:

- Connection to virtual medical care
- Connection to emotional support and mental health resources
- Connection to educational content and guidance
- Connection to childcare support (where available)

Any use of these resources will be kept completely confidential.

3. How much does it cost?

Back With Care™ is free for all employees. Buoy will never ask for payment information.

4. How does Back With Care™ stay up to date on the latest information about COVID-19?

Buoy's medical team reviews and updates Back With Care™ on an ongoing basis to reflect the most current published data, as well as the evolving guidance from the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), state-level departments of public health, and medical professional societies.

The medical team also incorporates guidance and feedback from both the [Buoy Medical Advisory Board](#) and the more recently formed [COVID-19 Expert Panel](#), leveraging the multidisciplinary expertise from scientists and physicians at the forefront of health innovation.

5. I am an employee. What information do I have to share with the Back With Care™ tool?

Buoy will start by asking for identifying pieces of information:

1. Name
2. Date of birth
3. Sex at birth and gender
4. Where you work (from a pre-filtered list)

Buoy will then ask questions to learn more about your level of risk. These include:

1. Do you have any common symptoms of COVID-19?
2. Have you recently tested positive for COVID-19?
3. Have you recently been exposed to someone who has symptoms or was diagnosed with COVID-19?

Your privacy is our priority. Buoy collects information in accordance with [current regulatory guidance, such as the EEOC](#).

Getting Started with Buoy

6. What do I need in order to use Back With Care™?

Back With Care™ is available on any internet-connected device via web browser. There is no app to download, but you can bookmark the app on your phone or laptop for easy access.

7. Do I need to register or create an account?

No, at this time you use Buoy by providing your first and last name, along with your work location and age.

8. How much time do I need to use Back With Care™?

A typical Back With Care™ interview lasts 1 - 2 minutes. When assessing for workplace safety, it's important to gather all the information needed to make a personalized recommendation that will keep everyone as safe as possible.

9. When can I use it? Do I have to use Buoy every day?

Your employer requires that all employees check in with Back With Care™ anytime they plan on heading into the workplace. The assessment should be completed no more than three hours prior to the start of your shift or workday.

10. How do I use Back With Care™?

1. If you're feeling ready for in-person work, visit your employer's version of Back With Care™.
2. You'll answer a series of questions related to COVID-19 symptoms and exposures. (It should only take a minute or two.)
3. Based on your answers and your employer's requirements, Buoy will decide if you're ready for in-person work.
4. If you are ready to go to work in person, you'll be given a pass to show your employer.
5. If you are advised to stay home, Buoy will provide additional support resources that may be helpful, like virtual medical care.

11. How do I show my pass to my employer?

Your employer may or may not need you to show your pass as part of your process. If required, your employer will let you know when, and to whom, you need to show this pass. In that case, we recommend that you screenshot your pass or save it to your phone or desktop.

12. What does worksite location mean?

In the beginning of assessment, there will be a field with a drop-down menu to select your worksite location. Please select the option that represents your specific place of work. If you are unsure which one to choose, please contact your manager or HR administrator.

13. Are all fields required?

Back With Care™ Employee FAQ



Yes. It is required to answer all questions throughout the assessment. Your answers will help you and your employer understand your eligibility to return to your physical workplace.

14. What if I have concerns about returning to work or want to request accommodations?

Contact your manager if you have concerns about returning to work or want to request accommodations.

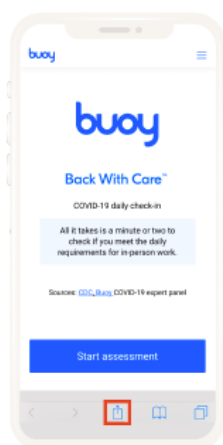
15. What if I disagree with Buoy's Back With Care™ recommendation?

If you have questions about your eligibility to return to work, please contact your manager.

16. How do I bookmark this Back With Care™?

Bookmarking Back With Care™ is simple. Follow the steps below for iPhone and android phones.

iPhone:

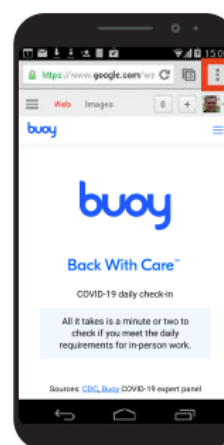


Step 1

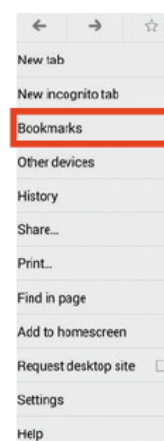


Step 2

Android:



Step 1



Step 2

Privacy & Security

17. If I use the Back With Care™ tool, will the health information I provide to Buoy be shared with my employer?

No. The detailed health information you provide to Buoy -- such as recent symptoms -- will not be shared with your employer. Select Human Resources leaders will have access to information about which employees have tested positive, have any symptoms consistent with COVID-19 or have any recent exposure to the virus so they can provide resources and make sure that all other employees are safe. The same Human Resources leaders will have access to information about which employees have opted out of in-person work via Buoy so they can follow up to offer any potential accommodations and make a plan with you.

In accordance with the ADA, Buoy's Back With Care™ tool does not collect from you, and does

not share with your employer, any specific information about whether you have an underlying condition that could place you at higher risk for severe illness from COVID-19.

18. What does Buoy do with the information that I submit when I use the Back With Care™ tool?

Buoy will only provide your Human Resources (HR) team at your employer with your first name, last name, date of birth, whether or not you were given a pass for in-person work that day and the reason why, which may include a positive test result, COVID-19 symptoms, or exposure to COVID-19. This information is then used by your employer to determine whether you can return to work safely and whether any other employees are at risk of exposure to COVID-19.

19. How does Buoy keep my health information secure?

We encrypt all data in transit and at rest, in accordance with the Health Insurance Portability and Accountability of 1996, as amended ("HIPAA"). Because of our proprietary algorithms and machine learning associated with the Buoy Services, the Buoy Assistant may automatically collect and store Protected Health Information (or "PHI," as defined by HIPAA), without the interference of any Buoy employee. In the event that a Buoy employee interacts with PHI, that employee is permitted to do only if they are authorized and in compliance with Buoy's Privacy Notice and internal security policies.