COVID-19 Home Monitoring Program

Our team of medical providers is just one call away, and readily available 7 days a week between 8 am - 4:30 pm (except major holidays). Outside of these hours, you will reach a nurse who can further assist you.

To reach a medical provider, or if you are in need of medical assistance from one of our nurses call 585.450.8698. If you are having a medical emergency call 911.

How the Program Works

• After you test positive for COVID-19, you will be enrolled in the program for a minimum of ten days—or longer if symptoms persist.

• You can access the program through the RRH MyCare App on your smartphone or iPad; or through the MyCare website on your computer, tablet, or iPad.

• During your enrollment, you will be asked to answer questions about temperature, oxygen level, and COVID-19 symptoms including shortness of breath, cough, and weakness.
  • If you have a pulse oximeter, please record your lowest oxygen reading since your last entry.
  • If you have a thermometer please record your highest temperature since your last entry.

• Your information will automatically be sent to the COVID-19 home monitoring team.

• If it’s deemed necessary, or if you don’t complete your symptom entries (either during the day or after hours), our team may call you and request your permission to do a telephone or video visit.

NOTE: Depending on your coverage, a telephone or video visit with a medical provider may have a co-pay. If you are unsure, please check with your insurance provider.
Accessing Your Symptom Monitoring Portal

Through the MyCare Website via Computer, iPad, Laptop, or Tablet:

• If you have not (or can’t) install the RRH MyCare App, you can request access to the MyCare website to enter your medical information and complete the COVID-19 Condition Monitoring Questionnaire by calling 585.450.8698.

• Once you have access, visit mycare.rochesterregional.org, and enter your login information.
  • To locate the questionnaire go to Menu > Search > COVID-19, and you should get directed to its location.

NOTE: You will not receive daily reminders through the MyCare website, and will need to log in daily to enter your information.

Through the RRH MyCare App via Smartphone or iPad:

• To complete your Condition Monitoring Questionnaire using your mobile device, you will need to install the RRH MyCare App.
  • Open your app store and search for “RRH MyCare” to locate and download the App.
  • If you already have an account, log in using your MyCare username and password.
  • To create an account, select “Sign Up Now” and follow the prompts.
  • To receive daily notifications to complete your symptom entries, please make sure that “push notifications” are enabled on your phone.

NOTE: If you access MyCare using an internet browser on your smartphone, you will not have access to the questionnaire, temperature, and oxygen level entry screens.
A Step-By-Step Guide for Using the MyCare App

To start using the COVID-19 Home Monitoring Program:

1. Your tasks will display at the bottom of your home screen when you log into MyCare.

2. Every morning, please enter your temperature reading, oxygen saturation (if you have a pulse oximeter), and complete the COVID-19 condition monitoring questionnaire.

3. Select a task (ex: temperature). Click Add readings.

4. Enter reading. Select Save.

NOTE: SP02 is your oxygen saturation measured using a pulse oximeter. Leave this blank if you do not have a pulse oximeter.
6. Select *Changes* at the bottom of the screen, or click on the message to see the notification.

5. If you enter mild or severe difficulty breathing or an oxygen level of <93%, a message will be sent to the COVID-19 home monitoring team. Click *Take Me There* to see the notification.

7. Select *Progress* to see how many tasks still need to be completed, or click the three dots to view your completed tasks.

Questions or Concerns?
For clinical concerns or questions about the program, please call 585.450.8698.

For technical questions about MyCare, please call 585.922.1234.

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