HealthShield
42CHAT

FAQ

- **Is the HealthShield tool HIPAA compliant?**
  - We are not collecting or processing any information that is covered by HIPAA. Neither your company or 42Chat (the maker of HealthShield) are a "covered entity" under HIPAA rules.

- **Is my data secure?**
  - HealthShield is built by 42Chat, an award-winning and nationally recognized leader in A.I. chatbot deployment. HealthShield is GDPR compliant and US Commerce Department "Privacy Shield" compliant. The security measures meet or exceed all current industry standards.

- **Who has access to the data we provide?**
  - The HealthShield system only displays the Green Check, Yellow Approval Pending or Red Warning to anyone but the admin users.
  - Admin users are required to capture, collate, and report that data (or make available for review) for the Health Department if requested.

- **Can all users see each other's results?**
  - No, HealthShield participants cannot see the results of others. The only users who can see results are the admins (typically the HR department).

- **Why is the HealthShield safer than logging symptoms manually?**
  - The HealthShield system does not require any user to touch any item other than their own phone. All the underlying reports are stored digitally without any additional need for document or paper / pen / clipboard handling. (The current most common practice is to capture this data on a piece of paper that will end up being handled by several if not dozens of people). Doing so puts every one of those participants at risk).

- **Are special permissions required for the app like location, camera, video, or microphone, ect?**
  - HealthShield is not an app, there is nothing to download. Simply send a text, take a survey online, and get a text answer. There are no permissions required.

- **How do I download the app?**
  - HealthShield is not an app, there is nothing to download. Simply send a text, take a survey online, and get a text answer. There are no permissions required.

- **What are the questions asked in the survey?**

- The easiest way to see the questions and process is to simply text the HealthShield. Go through the process – it literally takes 15 seconds.
- We have utilized CDC compliant questions that seek to group risk factors without the need to expose the detailed answer. Please note, the questions may change as CDC compliance changes best practice recommendations or identifies new risk profiles.

- **What symptoms are being tracked?**
  - We do NOT track symptoms. We ask three CDC compliant questions to which the user responds with a 'yes' or 'no' answer.