

COVID-19 Screening Mobile Application

Overview

The Riverside County Information Technology department developed a mobile friendly web application for employees and constituents to attest any exposure to COVID-19 or having COVID-19 like symptoms prior to entering a County facility.

Challenge

In response to the COVID-19 pandemic, the County moved to telework in mid-March 2020 for all employees with the ability to conduct their work remotely and ultimately closing many of our facilities to the public. Once the pandemic showed signs of slowing, we started the process of putting together a plan to safely reopen our facilities. One of the items in this plan was to provide a streamlined mechanism to screen employees and constituents prior to providing entry. The solution had to be easily accessible and intuitive for both the users and Front Desk Clerks needed to screen users quickly and prevent a potential bottleneck of people entering the building.

Solution

Riverside County Information Technology (RCIT) developed a mobile friendly web application to allow employees and constituents to attest to not having any COVID-19 related symptoms or exposure before being permitted into County facilities. The application is easily accessible from the County's RivCoMobile cell phone application or from the mobile device's browser. The user provides their name and answers four quick screening questions related to COVID-19 symptoms and exposure. If they answer in the negative, they are presented with a bright green screen that includes a check mark image, the name they provided, and the current date and time (all in large, bold font). Showing their green screen to the front desk Clerk at any County facility streamlines entry and prevents a backlog of people in County lobbies. If the user answers in the affirmative, they receive a red screen with information on obtaining services online and other contact information.

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Innovation

The COVID-19 pandemic impacted business as usual in a very short timeframe requiring the County to adapt quickly to continue to deliver services and ensure the safety of County staff and overall public safety. The solution could have easily been a paper form that would be filled out by each person entering the building but this would only increase the number of people in the lobby and the potential for cross contamination in the handling of paperwork, pens, and countertops. This also eliminated the need to sanitize these items multiple times throughout the day. We were able to build the solution using existing licensed enterprise systems: ServiceNow Customer Management Module for the mobile responsive form (accessible via a web browser) and our County Mobile application (RivCoMobile) to deliver it to Apple and Android devices.

Results

The mobile application is used throughout the County 900+ times a day and provides a level of assurance that staff and visitors to County facilities are not exhibiting symptoms of COVID-19, have not had recent exposure, and are following CDC guidelines to enter County facilities. This demonstrates the County's commitment to public safety providing peace of mind to employees and constituents; allowing employees to focus on delivering services and giving our constituents the confidence to visit our facilities.

Replicability

Many federal/local government agencies have adopted ServiceNow as their ITSM/CSM platform to manage their IT incidents/requests and their customer management systems. This solution can be exported and replicated to those platforms. In addition, the design can be modeled in other agencies as it leverages generic screening questions and the screen with results can be built in any web platform accessible to visitors and staff.

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