

Mhealthy – FAQs

Tests for COVID-19

There are 3 types of tests for COVID at this time.

1. **RT-PCR test for COVID19:** This is the only test that is used for diagnosing COVID 19 as this is the most accurate and detect even small amount of virus particles. However, the limitation in the availability of testing kits and the cost has forced ICMR (Indian Council for

Medical Research) to apply strict guidelines to conduct this test. All the accredited labs are

bound to follow these guidelines for conducting RT-PCR test.

2. **Antibody tests:** They measure the presence of COVID specific IgM and IgG type antibodies. These tests are less expensive and the results are available faster. However, they are not used for making diagnosis of COVID 19. These tests are used for serological surveillance and understanding whether an exposure to COVID 19 has taken place.

Offices and organizations can use this test to understand the general immunity of their employees. ICMR guidelines allow these tests to be conducted more liberally to manage the public health.

3. **Antigen tests:** These look for virus antigen (similar to home pregnancy tests kits). The advantage is that they are fast, easy and cheap. Their main disadvantage is that they are not very accurate and have a high chance of a “False Negative” result which means a person with COVID infection may be told that he doesn’t have the infection. Therefore,

these tests are only used in selected circumstances and the symptomatic negative cases have to be followed up with an RT-PCR test.

Frequently Asked Questions on COVID 19 Antibody Test:

1. What is an antibody?

When there is any infection in the body, the body's immune system responds by way of producing a protein in the blood to fight the infection, called Antibody. Different infections lead

to formation of different Antibodies in the blood. Since COVID-19 is also a kind of infection

hence the human body, if and when infected, will produce antibodies to fight this specific infection.

2. What does the COVID-19 Antibody Test analyse?

It is assumed that if the COVID-19 infects a person, his/her body will produce the antibodies

to fight the COVID-19 infection. The COVID-19 Antibody Test analyses the blood sample for

the antibodies related to COVID-19. If the test gives positive results, it will mean that the

person has already had the COVID-19 infection in the recent past (1-3 weeks) and his/her body developed the antibodies in reaction to the infection. On the other hand, a Negative result

will mean that the person has not yet been infected with the COVID-19 in recent past. It is important to note that this does not conclusively rule-in or rule-out the COVID-19 infection.

3. Does this test diagnose an ongoing COVID-19 infection?

No, this test does not diagnose any ongoing COVID-19 infection. This test only helps to analyse whether a person was infected with COVID-19 in the recent past and the body developed the Antibodies as a response to the infection.

4. How is the COVID-19 Antibody Test performed? What parameters are analysed in this

test?

S. No	Name of the Test	Parametres Tested	Technology	
			CLIA	ELISA
1	COVID-19 Antibody Total	(IgG + IgM)	Yes	---
2	COVID-19 Antibody IgG	IgG	----	Yes
2	COVID-19 Antibody Profile	(IgG and Total)	Yes	Yes

5. If I do not have any COVID-19 symptoms, should I get the test?

The COVID-19 antibody test is recommended to anyone who has had a past history of COVID-19 like symptoms or is asymptomatic but may have had close contact with a person who tested

positive for COVID-19. The test is also important for a person if he/ her was previously tested

positive for COVID-19. However, it is recommended that if you have had any symptoms, yet

to wait for few days before going for an antibody test (~10-14 days). NOTE: if you belong to the testing population as defined by ICMR, you can get tested regardless of whether you have

developed symptoms or not.

6. If my COVID-19 antibody test shows 'positive', does it mean that I am protected against future infections?

A positive antibody test means that you have developed an immune response to the COVID-19 virus. But there is no conclusive evidence as to how much shall your immune system

protect you from infections in the future.

7. Does this test correlate with the symptoms or severity of the disease?

There is no such established correlation. This means, there may have been mild or no symptoms when a person was infected with the COVID-19 virus and yet the body's immune

system generated the Antibodies. Hence, a person who was hospitalized in critical condition

and a person who had mild cough could both show antibodies against this virus. The results

will not depend on the intensity of symptoms not will analyze the severity of the infection.

8. Is the test done on kits approved by a government body like ICMR? Does the laboratory

has any approval by ICMR for conducting tests related to COVID-19?

Yes, all tests are done only on the kits approved by ICMR. In addition, the laboratory has been

assigned credentials by ICMR for performing and entering rapid antigen test results. The laboratory also maintains the data in a prescribed format by ICMR which can be used by the

institution for sero surveillance.

9. Is there any benefit to the government if the COVID-19 Antibody testing is done on

large number of people?

This test also helps ICMR's sero-surveillance. If a large number of people get tested, ICMR can calculate what proportion of the population contracted the disease in the past and therefore may have immunity against it. This finding may help the government frame the policies on preventive measures like lockdowns. Another social benefit of antibody testing is

that people who've recovered from COVID-19 with detectable antibody levels may be eligible

to donate plasma which can then be used to treat other patients suffering from COVID-19 infection.

10. Who should go for the COVID-19 Antibody test?

The ICMR has recommended the following category of people as eligible for the testing:

A. People with weaker immunity – Examples as under:

- Patients on immunosuppressive treatment
- Patients of TB, SARI, COPD,
- Patients on dialysis
- People living with HIV

B. People living in the containment zones

C. All those who may in any way be involved in facing or interaction with infected patients. Examples:

- ☐ People staying or working in areas with very high population density
- ☐ Shops - Vendors and/ or owners as well as staff working in shops
- ☐ Returning migrants/ Those who have travelled in mass transportation means like buses/ trains etc
- ☐ People staying in settings like old age homes, orphanage, asylums, shelters for homeless, hostels, prisons etc.
- ☐ Drivers/ Conductors/ Cleaners (buses, auto, taxies, etc)
- ☐ Industrial workers
- ☐ Doctors including specialists
- ☐ Labour force
- ☐ Nursing staff and support staff
- ☐ Factory workers
- ☐ Sanitary workers
- ☐ Daily wagers
- ☐ All other staff involved in interfacing patients
- ☐ Travel related workers
- ☐ Pharmacists and Chemists

- ☒ Hospitality related works
- ☒ Security personnel
- ☒ Service sector who are in large number or groups and has potential to spread transmission rapidly in workplace
- ☒ Police and paramilitary personnel
- ☒ Farmers, vendors visiting large markets, brokers, distributors
- ☒ Civil defence
- ☒ Air travel related staff (Security staff, janitors, sanitation, captains and crew)
- ☒ Society guards & volunteers
- ☒ Staff in municipal bodies
- ☒ Press reporters covering field
- ☒ Banks employees
- ☒ Migrant workers
- ☒ Post Office and Couriers staff

11. Is social distancing needed if I have developed antibodies against COVID-19 infection?

It is not conclusively proven till now that having antibodies implies that a person has become

immune to subsequent infection from the COVID-19 virus. Therefore, it is advised that even if

you have a Positive result for having Antibodies, you must continue with social distancing, hand washing, wearing a mask etc.

12. WHAT WILL BE THE DELIVERY MODEL – PRODUCT OR SERVICE?

The solution is presented as a Service package to the customer as-

After the closure of the deal, Partners' team shall –

- a) Solution integration with Employee database
- b) On-site deployment of services by Mhealthy team
- c) Screening of customer employees and report sent via Mobile app
- d) Teleconsultation on the basis of level of threat diagnosed
- e) Doctor's recommendations are stored as e-prescription on the app
- f) Access to complete user dashboard to derive data driven decision making

13. WHAT IS THE Screening Device ECOSYSTEM?

The Uniqueness of the ecosystem balances the complexity of the operations of medical devices. Procedures are intelligently simplified, standard operating methods help in minimising the possibility of human errors and at the same time making the whole experience easy for anyone to join, take benefit and also contribute to the ecosystem. The Screening Device ecosystem consists of following four integral parts.

- The Hub-A portable battery-operated instrument that can acquire multiple health parameters through the performance of diagnostic tests on an individual
- EZ Dx-A mobile device application to control the operations of the Hub, visualize the results and communicate the results to a secure web-based data repository
- Mhealthy Data Doc-Data visualization and analysis tool on a dedicated secure portal for remote monitoring and electronic records review
- Mhealthy Assures On-Ground implementation package including training, support and quality overview

14. HOW CAN I GET THE RECORDS OF ALL THE TESTS I HAVE DONE WITH Mhealthy?

Mhealthy Data Doc portal hosts all your tests data securely planed in your logged in section.

15. WHAT SAMPLES ARE REQUIRED TO CONDUCT TESTS WITH Mhealthy?

Only blood and urine samples are required to conduct tests and blood samples are taken with the help of lancet finger prick method.

16. HOW MUCH BLOOD IS REQUIRED TO CONDUCT TESTS?

The different test requires different units. However, mostly they range from 1-3 blood drops only. For antibody screening, 2-3 blood drops are taken.

17. IS THERE A MINIMUM ORDER QUANTITY POLICY FOLLOWED BY Mhealthy?

The number of screening per location should be more than 500.

18. What all parameters shall be checked while undertaking screening?

Parameters taken under consideration while we generate report –

- Demographic – Gender, Age
- Medical History - Hypertension, Diabetes, Cardiovascular Disease, Immunosuppression, Chronic Lung disease (COPD, asthma, Smoking), Chronic kidney disease, Chronic Liver disease, Obesity
- Exposure History - Contact with COVID-19 confirmed patient, Domestic or International travel in the past 14 days
- Symptoms - Cough, fever, Fatigue, Breathlessness, Sore throat, Headache, Body ache, Nausea, Loss of smell and taste, Chills, Diarrhea
- Testing - Abnormal BP, Abnormal BG, Temp >100F, Oxygen saturation <95% BMI (>40), COVID-19 Antibody test results

19. How much time does it take for a screening completion and report generation?

Screening is conducted in approximately 20 minutes and report is given either a hard copy and also sent across the mobile app over the registered account.

20. What is the accuracy, specificity and sensitivity of the device used for screening?

Overall device is rated at ~96% accuracy and for antibody test, sensitivity is established as 98% and specificity 99.3%.

21. What are certifications with the device?

The devices used for screening are ICMR approve, CE certified, and CDSCO certified equipment

22. How long will it take to receive test results?

The rapid testing kit associated with Mhealthy generates report is 15 - 20 minutes

23. What does L1-L2-L3 mean on the Report Scale generated by Mhealthy solution Antibody screening?

- L1 indicates that the person has no current risk of COVID-19
- L2 indicates that the individual may have been exposed to COVID-19 - a 7-day quarantine is recommended or a telemedicine consultation is offered.
- L3 indicates higher risk of exposure –
 - Telemedicine consultation is initiated
 - The doctor decides if the RT-PCR test is needed
 - A 14-day quarantine is initiated

24. How much time does it take for a screening completion and report generation?

Screening is conducted in approximately 20 minutes and report is given either a hard copy and also sent across the mobile app over the registered account.

25. What is the accuracy and sensitivity of the device used for screening?

Device is approved to be ~96% accurate at COVID – 19 antibody testing

26. What are certifications with the device?

The devices used for screening are ICMR approve, CE certified, and CDSCO certified equipment

27. How can I book appointment?

For all Level 3 cases (Risk Category “Telemedicine” or “RT-PCR Advised), appointments can be booked by Self or can be booked by Assisted Care team. Once an appointment is booked, SMS is received to your registered mobile.

- If audio consultation is booked, you will receive audio call from doctor.
- If video consultation is booked, you need to log in to the Ashvin portal to accept the Video call from the doctor.

28. Do I need Internet?

Internet is not required for Audio Consultations. You will need the ability to connect to the internet, in case of video consultation. Application is best viewed in Chrome browser. Better you can use Mobile Chrome browser or Laptop browser.

29. Can I cancel appointment?

Yes, you can cancel the appointment. Log in to Ashvin portal, You can cancel the appointment available in Assisted Care tab in Dashboard. Select the Cancel button against the appointment record you want to Cancel.

30. How do I access prescription after Consultation?

You can access the prescription from Ashvin portal after the consultation is completed with doctor. Log in to Ashvin portal, view completed appointments under Past Appointments section, select the Cancel button against the appointment record you want to Cancel.

31. Who has access to my medical reports?

Doctor doing consultation has access to medical reports, you can also have access to medical reports.

32. What can I do if I miss the call from the doctor?

You need to wait, the Doctor shall call back. Alternatively, you can also reach Assisted care team.

33. Are the audio/video calls done during a consultation recorded?

Not recorded at this point in time.

34. What do I need to prepare in advance before the start of consult?

Be available during the appointment time and be ready with all your health complaints / records. In case you are using laptop, ensure that you have inbuilt camera and microphone.