How to Use Student Patient Connect

This guide covers the major processes students will need to follow in Patient Connect, including:

- Reviewing your status
- Completing your Symptom Screening Survey
- Scheduling a COVID-19 test appointment
- Viewing test results

Compliance with these processes is required by Boston University.

Login

1. To access Patient Connect, you can:
   a. Visit the Healthway website, find the student section and click Go Now: https://www.bu.edu/healthway/
   b. Or go directly to Patient Connect: https://patientconnect.bu.edu/
2. Enter your BU credentials
3. You will land on the homepage:
Quarantine Status

There are five statuses that could appear, which are based on your category, daily Symptom Screening survey and your test results. They are:

**Cleared:** you have no symptoms and are cleared to go to campus – indicated with green badge  
**Overdue:** you have not filled out your daily survey – indicated with yellow badge  
**Isolation:** you have tested positive for COVID-19; a provider will contact you – indicated with red badge after you have been contacted  
**Quarantine:** you have reported possible COVID-19 symptoms, or you have been in close proximity to a person who has tested positive; a provider will contact you – indicated with orange badge  
**NA:** you are a category 4 off campus student, so there are no testing or screening requirements – indicated with a blue badge

1. Your status will display at the top of your homepage. To view your most recent badge, click on **Show Badge**:

   ![Overdue Badge Example](image)

   *This is an example of an Overdue Badge. The background color will be the one associated to your status.*

Symptom Screening Survey

Please complete your Symptom Screening survey every day. Your status and badge will reflect an **Overdue** status if the survey is not completed.
1. To fill out your survey, select **Complete Survey** on the homepage:

2. To move through the survey, click **Continue**. The questionnaire you receive may vary depending on your quarantine status:

3. To respond to a question, simply click on the box with your answer. Look for the small check mark to confirm that you have responded:

If you report symptoms, your status will automatically change to **Quarantine**. This information does get sent to Student Health Services, who will contact you for next steps.
4. When finished, click Continue to submit

Appointments

When it’s time to schedule a test, you will receive an email and a text (if set up) reminding you.

1. On the homepage, expand the menu in the top left corner and select Appointments, then click the Schedule an appointment button
   a. If you have any existing appointments, they will display on this page. Please only schedule one appointment slot at a time:

2. Choose the bolded COVID-19 appointment reason and click Continue:
3. Please read the Commitments and Expectations Agreement. Scroll to the bottom of the page, and select I agree and Continue to move on:

COVID-19 Health Commitments and Expectations for Boston University Students

"close contact" of another individual in the University community who has tested positive, I will follow the University's directive to quarantine for 14 days. If I live in on-campus housing, I will move to quarantine housing. If I live off-campus, I will quarantine at my residence.

- I understand that, based on public health circumstances, University guidance and protocols may change, potentially abruptly. I will keep informed and follow all new guidance and protocols.

4. Please read the remaining authorization for testing. Scroll to the bottom of the page and select Continue and proceed to schedule testing, then click Continue:

By proceeding below you agree:
- that you have read and understand the information in this form;
- to provide a nasal swab specimen for testing;
- to have your specimen tested by the Laboratory for COVID-19; and
- that BU may disclose your test results as described above.
5. You then will be asked if you have any symptoms; please respond accordingly:

The next steps will be determined by your response to this question.

If you **DO NOT** have symptoms, you will be asked if you’ve been diagnosed with COVID-19 in the past 90 days, and to confirm your contact information. Then:

- **a.** Choose your preferred **Location** from the drop down menu
- **b.** If you need to review additional dates, choose the **More Dates** button
- **c.** Once you’ve selected your date and time, click **Continue**
d. Please review your selected date and time. To confirm this appointment, select **Schedule**. To select a different time, select **Retry**:

![Image of appointment confirmation page]

**Almost there...**

Please confirm the appointment date and time:

- **Date/Time:** Tuesday, August 11, 2020 4:30 PM
- **With:** CILSE A, MASS TESTING
- **Location:** Kilachand-610 Comm Ave

- **Schedule**: Schedule the selected appointment and return to your appointment listing.
- **Retry**: Return to the previous page and select another appointment.
- **Cancel**: Cancel selection of this appointment, and return to your appointment listing.

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e. You will receive a confirmation page with the appointment details and the barcode you’ll need to display at your appointment. This will also be sent in a confirmation email:

![Image of appointment confirmation page]

**All Done!**

You have successfully booked the following appointment:

- **COVID-19 Mass Testing**
  - 8/11/2020 4:30 PM
  - With CILSE A, MASS TESTING
  - At Kilachand-610 Comm Ave

**Your appointment barcode is below. Please print this page and bring the barcode with you to your appointment. Or, have your phone available to show the barcode you received in your appointment confirmation email. If you are unable to find the email with the barcode at the time of your appointment, you can log into the patient portal and show the barcode that appears on the home page on the day of your appointment.**

![QR code image]
f. On the **Appointments** page, you will see the confirmed appointment. You can also retrieve the barcode here by clicking **Show Barcode**:

If you report that you **DO have symptoms**, you will be required to answer a screening questionnaire that will be sent to a provider. They will contact you to schedule a COVID-19 test at the proper location.

a. Answer each question, scrolling all the way to the end of the page:

b. When you have finished, click **Send**:
c. You will receive a confirmation page that the message was sent. You will then be contacted, but you can also review your messages in the **Messages** tab in the left side menu on the homepage:

![Messages Tab](image)

**Viewing Results**

Once your testing results are available, you will receive an email informing you. **If you have tested positive for COVID-19, or the test is inconclusive, a provider will contact you.**

1. On the homepage, expand the menu in the top left corner and select **Medical Record History**
   a. Click on the **Labs** tab:
2. Review your test results:

<table>
<thead>
<tr>
<th>Test Name</th>
<th>Result</th>
<th>Flags</th>
<th>Reference Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 INTERPRETATION</td>
<td>Negative</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A positive result will display in red:

For help, please email healthwayhelp@bu.edu