



FAQ's

Q: What kind of questions do I need to answer for a HealthCheck?

A: HealthCheck questions require simple Yes/No responses. These questions follow guidelines from the United States Centers for Disease Control and Prevention ("CDC") and infectious disease experts. These non-invasive questions help protect you and your Organization from spreading illness.

Q: How long does a HealthCheck take?

A: Performing a HealthCheck takes under 60 seconds.

Q: Are my answers protected?

A: Yes. User privacy is very important to you, your Organization and Stratum. All responses follow strict data privacy laws including the California Consumer Privacy Act ("CCPA") and the General Data Protection Regulation 2016/46 of 27 April 2016 ("GDPR").

Q: What is a facility or unit?

A: Facility is a unique physical address such as an office building, hospital, retail store, or dormitory.

For large Organizations, additional Facility details can be specified as "Units". In this case, the Facility is listed as "123 Main Street" and the Unit could be listed as "Second Floor, Suite 204" to provide further details and better Organization data. This allows leaders to analyze trends and hot spots with precision.

Q: What triggers a Warning or an Alert?

A: Yellow- 1 symptom or a mild fever of 99.9-100.3 & Red- 2 or more symptoms or a fever of 100.4 or higher.



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Q: What happens if I receive a red screen on HealthCheck?

A: Safety is the top priority. We recommend you stay home for your own safety and the safety of others. Your Organization will automatically receive an alert informing them of your symptoms and we recommend reaching out to a supervisor or HR representative for additional guidance and information on testing.

Q: Are you selling my data?

A: No. Your responses are not sold and are solely collected to protect yourself and your Organization from spreading illness.

Q: Who can see my answers?

A: Only you and your Facilities Manager can see your HealthCheck answers. All answers are collected and presented in an anonymized dashboard. The dashboard shows Facility Managers health changes and trends across teams, departments and facility locations to protect you and your Organization.

Q: Is HealthCheck secure?

A: Yes. HealthCheck is a secure, encrypted platform developed by Stratum, a global leader in Cloud services including healthcare and security. Stratum Cloud Architects and Engineers have extensive experience and certifications designing, building and supporting complex Cloud systems.

Q: Are you selling data about my Organization?

A: No. Your responses are not sold and are solely collected to protect yourself and your Organization from spreading illness.

Q: How long is the data retained in the dashboard?

A: The data is presented on the dashboard for 14 days. After 14 days, the data is not presented in the dashboard anymore. The data is retained, however, for 98 days. By default, customers cannot access that data after 14 days, but it is available



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for audit purposes. After 98 days, any check data is removed from the database. User Data, as well as company data, will be persisted.

Q: Who is a Facility Manager?

A: A Facility Manager is the designated leader of the Organization for tracking safety and wellness. In most Organizations, this is Human Resources, the Business Owner, a Regional Manager, or University Department of Student Health Services.

Q: Will Stratum tell me if my Users aren't performing HealthChecks?

A: No. HealthCheck is a platform to help protect Organizations against outbreaks. It will be the responsibility of the Facility Manager to ensure Users have completed a HealthCheck.

Q: Will Stratum share the scoring on what constitutes a "Pass", "Warn" or "Alert"?

A: Yes. If your Organization is interested in creating custom scoring metrics, please contact us for more information.

Q: How do I know that my Users are not just falsifying responses so they can work?

A: We ask that all Users answer accurately and responsibly to protect themselves and others. However, there is no guarantee all responses are 100% accurate.

Q: How often is my Organization dashboard updated?

A: Your Organization dashboard constantly refreshes as Users perform HealthChecks. This ensures Facility Managers have the most recent data to proactively protect the Organization.