

FREQUENTLY ASKED QUESTION ON BRUHEALTH APPLICATION UPDATES

(Updated on 3 March 2022)

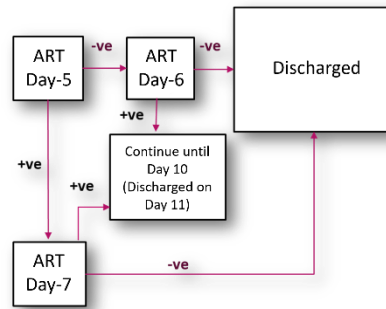
1. Digital Quarantine Order and matters relating to the Quarantine Order
2. ART feature – Report ART results
3. ART feature – Request for ART kits

1	Digital Quarantine Order and matters relating to the Quarantine Order
1.1	<p>Has the Digital Quarantine Order in the BruHealth application been discontinued?</p> <p>Referring to the Press Conference by the Ministry of Health on 24th February 2022, the Ministry has discontinued the issuance of Digital Quarantine Order in the BruHealth application starting from 24th February 2022. This is to ease the transition of public's BruHealth colour code from purple or red to green or yellow. Members of the public are advised to check the colour of their BruHealth code before going out of their house.</p>
1.2.	<p>Does this mean that Quarantine Order is no longer issued by the Ministry of Health if a person has been given a purple or red BruHealth code?</p> <p>Although the Digital Quarantine Order has been discontinued from the BruHealth application, it does not mean Quarantine Order is no longer implemented. Individuals identified as positive COVID-19 cases or close contacts who are allowed to quarantine in their respective homes, are still instructed to undergo Quarantine Order by following the current health protocols in place. Home Isolation Notice will instead be given especially to positive COVID-19 cases through the BruHealth application.</p>
1.3	<p>What should I do if my home quarantine period has ended but my BruHealth code remains purple or red?</p> <p>If your code has not changed to yellow or green after your quarantine period has ended (i.e., the next day after the end of the quarantine period), you can call the Health Advice Line 148 or send a message via WhatsApp or Telegram 7370095 to appeal to change the code.</p>
1.4	<p>How can I request for food assistance that previously can be applied through features from the Digital Quarantine Order via the BruHealth application?</p> <p>As the COVID-19 infection situation is currently on the rise, individuals subjected to Quarantine Order are still able to apply for food assistance through three methods:</p> <ol style="list-style-type: none"> 1. Talian Darussalam 123; 2. Health Advice Line 148; 3. If you can afford or support yourself, you are advised to not apply or wait for the delivery of foods to your home. This is due to the huge numbers of infected

	<p>cases and close contacts in the country at the moment, causing challenges to vendors to meet the needs and deliver the food within a short time frame. The public's cooperation is highly encouraged to give priority on food assistance requests to the less fortunate.</p>
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2	ART feature – Report ART results
2.1	<p>What is the purpose of the ART feature in the BruHealth application?</p> <p>The ART feature has two purposes:</p> <ol style="list-style-type: none"> 1. To report ART results for positive COVID-19 patients and close contacts; and 2. To request for supply of ART kits.
2.2.	<p>How do I report my ART result if I am a close contact?</p> <ul style="list-style-type: none"> • <u>Step one:</u> When entering the ART feature, choose the appropriate member to report for the ART result. • <u>Step two:</u> Click on “Report my ART result”. • <u>Step three:</u> State your status as a close contact. • <u>Step four:</u> <ol style="list-style-type: none"> I. Take or upload a picture of your ART result for Day-1 or Day-5. You will not be able to report the results of both days on the same day. II. Make sure to put your ART cassette near a device or item that shows the date and time of your ART test, for example, a newspaper, a watch or a mobile phone that is able to show the time and date. III. You will also have to write for which day the ART is taken (either Day-1 or Day-5) on the surface of the ART’s cassette in clear writing. • <u>Step five:</u> Report your ART result whether it is negative, positive or invalid. • <u>Step six:</u> <ol style="list-style-type: none"> I. Report any symptoms you have in the last 24 hours. You may report more than one symptom, if any. Ensure to confirm all your details before clicking SUBMIT. • <u>Step seven:</u> <ol style="list-style-type: none"> I. Your BruHealth code will revert to its original colour after reporting your ART result on Day-5. You may be discharged if both of your ART results (Day-1 and Day-5) are negative. Your BruHealth code will return to its original colour within 24 hours after Day-5.

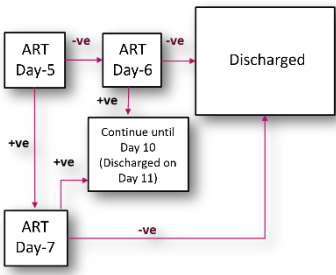
	<p>II. If your code has not changed, you can call the Health Advice Line 148 or send a message via WhatsApp or Telegram 7370095 to appeal to change the code.</p>
<p>2.3.</p>	<p>How do I report my ART result if I am a COVID-19 positive patient?</p> <ul style="list-style-type: none"> • <u>Step one:</u> When entering the ART feature, choose the appropriate member to report for the ART result. • <u>Step two:</u> Click on “Report my ART result. • <u>Step three:</u> State your status as a positive COVID-19 patient by clicking NO on the “Are you a close contact?” option. • <u>Step four:</u> <ol style="list-style-type: none"> I. Take or upload a picture of your ART result for Day-5 and Day-6 or Day-7 (depending on the discharge criteria). You will not be able to report the results of both days on the same day. II. Make sure to put your ART cassette near a device or item that shows the date and time of your ART test, for example, a newspaper, a watch or a mobile phone that is able to show the time and date. III. You will also have to write for which day the ART is taken (either Day-5, Day-6 or Day-7) on the surface of the ART’s cassette in clear writing. • <u>Step five:</u> Report your ART result whether it is negative, positive or invalid. • <u>Step six:</u> Report any symptoms you have in the last 24 hours. You may report more than one symptom, if any. Ensure to confirm all your details before clicking SUBMIT. • <u>Step seven:</u> <ol style="list-style-type: none"> I. Your BruHealth code will revert to its original colour after reporting your ART result on Day-6 or Day-7 but only if both test results (Day-5 and Day-6 or Day-7) are negative. Your BruHealth code will revert to its original colour within 24 hours after Day-6 or Day-7. If your test result on Day-6 or Day-7 is positive, you will have to continue undergoing quarantine until Day-10 after which, the ART test is no longer required to be done or reported through the ART BruHealth feature.



- II. If your code has not changed, you can call the Health Advice Line 148 or send a message via WhatsApp or Telegram 7370095 to appeal for change of code.

2.4 How do I report my ART result if I want to do an ART test randomly, and my ART result turns out to be positive?

- **Step One:**
After entering the ART feature, select the appropriate member whose ART result is to be submitted.
- **Step Two:**
Click on “Report my ART result.” option.
- **Step Three:**
Click NO on the “Are you a close contact?” option.
- **Step Four:**
 - I. Take or upload a photo of your positive ART result.
 - II. Make sure to put your ART cassette near a device or item that shows the date and time of your ART test, for example, a newspaper, a watch or a mobile phone that is able to show the time and date.
- **Step Five:**
Report your ART result as positive.
- **Step Six:**
Report any symptoms you have experienced in the last 24 hours. You may report more than one symptom, if any. Ensure that all of your information is correct before clicking SUBMIT.
- **Step Seven:**
 - I. Repeat a second ART test within 24 hours after the first ART test has been uploaded onto the ART feature.
 - II. Repeat steps 1 to 6 as stated above and submit your repeated ART result into the ART feature.
- **Step Eight:**

	<p>I. Your BruHealth code will change to purple if both your ART results are positive.</p> <p>II. When your BruHealth code changes to purple, that will be your first Day (Day-1).</p> <ul style="list-style-type: none"> • Step Nine: <ol style="list-style-type: none"> I. Submit your ART result for Day 5 and Day 6 or Day 7 (based on the discharged criteria). You cannot submit the results of both days on the same day. II. Make sure to put your ART cassette near a device or item that shows the date and time of your ART test, for example, a newspaper, a watch or a mobile phone that is able to show the time and date. III. Write down for which day the ART is taken (either Day-5, Day-6 or Day-7) on the surface of the ART's cassette in clear writing. • Step Ten: Report your ART result as either negative, positive or invalid. • Step Eleven: Report any symptoms you have experienced in the last 24 hours. You may report more than one symptom, if any. Ensure to confirm all your information before clicking SUBMIT. • Step Twelve: <ol style="list-style-type: none"> I. Your BruHealth code will revert to its original colour after submitting your ART result on Day-6 or Day-7 but only if both test results (Day-5 and Day-6 or Day-7) are negative. Your BruHealth code will return to its original colour within 24 hours after Day-6 or Day-7. If your test result on Day-6 or Day-7 is positive, you will need to continue your quarantine until Day-10 after which, the ART test is no longer required to be done or reported through the ART BruHealth feature. <div style="text-align: center;">  <pre> graph TD A[ART Day-5] -- -ve --> B[ART Day-6] B -- -ve --> C[Discharged] A -- +ve --> D[Continue until Day 10 (Discharged on Day 11)] B -- +ve --> D E[ART Day-7] -- +ve --> D E -- -ve --> C </pre> </div> <p>II. If your code has not changed, you can call the Health Advice Line 148 or send a message via WhatsApp or Telegram 7370095 to appeal for change of code</p>
2.5	<p>Previously, an SMS would have been sent with a link to update my health status if I tested positive for COVID-19. Currently, where do I need to report my health status while undergoing isolation?</p>

	Currently, the SMS is no longer issued as you can already upload the ART result onto the ART feature, in BruHealth. Therefore, if you tested positive for COVID-19, you only need to update and report your health status every day in BruHealth's Daily Self-Report throughout your isolation period.
2.6	<p>If I am a close contact and required to report my ART results into the ART feature, do I need to report my health status on a daily basis in the BruHealth application?</p> <p>If you are identified as a close contact, you only need to update and report your health status in the Daily Self-Report in the BruHealth app once, that is, when you are first confirmed as a close contact. You are not required to report your health status every day as by doing so will cause your BruHealth's red code to be reset repeatedly.</p>
2.7	<p>Will my BruHealth code change to the original color automatically if I do not report my ART results into the ART feature, BruHealth?</p> <p>Your BruHealth code will not change to the original color as long as the ART results are not reported into the ART feature in BruHealth.</p>
2.8	<p>If I am a close contact and initially do not experience any symptoms, but later on develop symptoms on Day-3 and my ART results turns out positive, how can I report my ART results on Day-3?</p> <p>You may report your ART results on the ART feature in BruHealth at any time during your isolation period. Make sure the ART cassette is placed near a device or item that shows the time and date of your ART test, such as newspaper, watch or handphone that shows time and date.</p>
2.9	<p>What can I do if I do not have a mobile phone to use the BruHealth application to report my ART results?</p> <p>You can still report your result by asking a family member to upload it on their mobile phones. This can also be used for children who do not have a mobile phone.</p>
2.10	<p>Do I need to update my BruHealth to access the ART Feature in the BruHealth app?</p> <p>No.</p>
2.11	<p>Can this ART feature be accessed through the BruHealth website?</p> <p>Currently, the ART feature is not accessible through the BruHealth website. It can only be accessed through the BruHealth application in a mobile phone.</p>
2.12	<p>If I want to report ART results for other members in the BruHealth application, do I need to report them separately?</p>

	Yes. You will need to report these separately. Make sure you select the correct member's name before reporting the ART results in the ART feature. You will need to repeat these steps to report ART results for each member.
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3	ART feature – Request for ART kits
3.1	<p>How do I request for ART kits using the ART feature in BruHealth?</p> <ul style="list-style-type: none"> • <u>Step one:</u> After entering the ART feature, choose the appropriate member to request for the ART kit. • <u>Step two:</u> Click on the “ART kit request”. • <u>Step three:</u> State your status whether you are a positive case or a close contact. • <u>Step four:</u> <ol style="list-style-type: none"> I. Fill in and complete your personal details, including your Bru-HIMS number; phone number, address, etc. II. State the number of people requiring ART kits, including yourself. III. State if you need a pulse oximeter or not. • <u>Step five:</u> Ensure that you have checked all your details before clicking SUBMIT.
3.2	<p>How long will it take for the ART kit to be delivered to my home after applying through the ART feature?</p> <p>This will depend on several factors, including the following:</p> <ol style="list-style-type: none"> I. Assessment of applicant's priority: The Ministry of Health will prioritise the delivery of ART kits to COVID-19 patients. II. The number of ART kits requested daily, that can be delivered by appointed companies, agents or runners. III. Availability of ART kit stocks at the Ministry of Health at any given time. IV. The health status of delivery staff of appointed companies, agents or runners, eg, if any of them has been quarantined. V. Accuracy of address information submitted by applicants.
3.3	<p>Who can apply for ART kits using the ART feature?</p> <p>ART kits in the ART feature in BruHealth can only be applied by positive patients or close contacts. However, close contacts are also advised to use their own ART kits preferably to avoid delays in submitting ART results in the Art feature.</p>