Digital Gov’t System for COVID-19 TEST

Special Entry Control System

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This lecture focuses on the special entry control system and procedures established by the government for travelers in order to effectively prevent the spread of the infectious diseases to the local community by cutting off cases from abroad in the COVID-19 pandemic. In addition, the course explains the main functions and how to use the system(app) so that you can understand the special entry control system.
Course Structure

1. Overview of Special Entry Control System
2. Key features of Special Entry Control System
3. Key Features of Self-check Mobile App
4. AI-based Self-check Management
5. Self-check Management via Call Center
6. The Self-quarantined Management in Temporary Residential Facility
7. Achievements of Special Entry Control System
To understand the implementation of special entry procedure in order to block imported cases of COVID-19

To understand the special entry procedure including travel record declaration and health check questionnaire

To understand the self-check mobile application and monitoring system designed to help inbound travelers check and submit their daily health status and provide guidelines and counseling services promptly upon occurrence of suspicious symptoms
How can the government efficiently communicate with the entrants?

※ The officer had to check whether the entrant could receive a call with contact information which the person submitted.

How can the government efficiently monitor the health status of the entrants?

※ The entrant had to be quarantined in the reported address, and the related agency had to monitor if he/she had symptoms for 14 days.

How can the government utilize Korea's ICT infrastructure in order to respond to COVID-19?
## Overview of Special Entry Control System

### Special Entry Procedure

<table>
<thead>
<tr>
<th>Entry procedure</th>
<th>Description</th>
<th>Entity in Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Getting off a plane/ship</strong></td>
<td>Inbound travelers are required to prepare the health check questionnaire and travel record declaration and escorted to special tracks for quarantine inspection</td>
<td><strong>Ministry of Land, Infrastructure and Transport (MOLIT), Ministry of Oceans and Fisheries (MOF)</strong> (Korea Airports Corporation (KAC), Port Authority (PA))</td>
</tr>
</tbody>
</table>
| **Quarantine Inspection** | Submission/check the health check questionnaire, temperature measurement  
Hand out the self-quarantine notice to Korean nationals entering the country from Hubei Province | **MOHW (KCDC, quarantine station)** |
| **Special Entry Procedure** | Check the travel record declaration (Contact information, address, history of visiting Hubei Province, etc.) | **MOHW**  
**MOLIT/MOF (KAC, PA)**  
-Space arrangement, interpretation support  
-Ministry of National Defense (MND, personnel support) |
| **Check Contact Info. at site** | Operation of designated screening desks  
- "Unidentifiable contact information" mark is stamped onto the travel record declaration  
- Check whether or not the passenger visited or stayed at Hubei Province within 14 days | **MOHW/MND (personnel support)**  
**Ministry of Justice (MOJ)** |
| **Unable to Check Contact Info. at site** | Immigration screening | **MOJ** |
| **Immigration / Customs** |  |  |
| **Entry** | (MOJ) Send the list of passengers entering Korea from Hubei Province to the quarantine station  
(Quarantine station) Notice to cities and provinces and share the information with Central Disease Control Headquarters (teams in charge of management of people having contacts with COVID-19 patients and quarantine management) |  |
01 Overview of Special Entry Control System

Revised COVID-19 Quarantine System*

Quarantine Experts Committee* assesses the COVID19 infection risk and other factors by country to designate special quarantine inspection required area and quarantine inspection required area, and the health authorities plan to implement self-quarantine or active monitoring measures selectively based on countries or areas the entrants visited according to such classification.

Risk alert and assessment by country and individual (Quarantine Experts Committee)

- **Ban or restriction of entry**
  - Special entry procedure
  - Diagnostic test
  - Quarantine

- **Special quarantine inspection required area**
  - Special entry procedure
  - Diagnostic test
  - Quarantine

- **Quarantine inspection required area**
  - Special entry procedure
  - Diagnostic test
  - Quarantine

- **Other Areas**
  - Special entry procedure
  - Diagnostic test
  - Quarantine

Entrants Management by Visa Type

- **Active Monitoring**
  - A1 (diplomat), A2 (government official), or self-isolation exemption certificate

- **Facility Quarantine**
  - Entrees with short-term visa or those without visa

- **Self-quarantine**
  - Foreigners with long-term visa or Korea nationals with address in Korea
01 Overview of Special Entry Control System

| Special quarantine system and utilization procedure |

**Before Quarantine**
- Receive information on entrants including passengers’ information
- Install self-check mobile application and submit personal data
- Register family members (cohabiters)

**Special Entry Procedure**
- Check travel record declaration QR code
- Check entrants from quarantine inspection required area
- Check phone number and other contact information of entrants
- Issue self-quarantine notice, etc.

**After Entry**
- Operate in the self-quarantine mode during the period of isolation
- Provide the information on screening test to people with symptoms
01 Overview of Special Entry Control System

- Register travel record declaration before quarantine

### Entrants with mobile phone (including roaming phone)

1. Install the self-check mobile app
2. Submit the entrants information (passport no., etc.) and scan their passports to check the personal information
3. Verify ID via SMS-based authentication check
4. Submit travel record declaration (countries of recent visit, address in Korea, etc.) and register health status
5. Register family members without mobile phone as cohabiters
6. Print a QR barcode for quarantine

### Entrants without mobile phone

1. Submit travel record declaration and check the health status via kiosk
2. Scan the declaration of entrants having difficulties in using kiosk
3. Check the address in Korea and contact information (manually)
4. Print a QR barcode for quarantine
Overview of Special Entry Control System

Entrants classification during entry procedure

Classify entrants by management options based on related information
(active monitoring, facility quarantine, self-quarantine, etc.)
## Overview of Special Entry Control System

### Monitoring after entry

**Prevent and control the infectious disease for 14 days with the self-check mobile app**

<table>
<thead>
<tr>
<th>Self-diagnosis</th>
<th>Monitoring</th>
<th>Screening Test/ Medical Treatment</th>
</tr>
</thead>
</table>
| Daily self-diagnosis via the self-check mobile app  
* Push notification and text messages are sent to those fail to conduct the self-diagnosis  
Check the health status via AI call  
Call center agents make phone calls to entrants to check their health status | Guide entrants showing symptoms for more than 2 days to undergo a diagnostic test and monitor them  
Contact entrants who fail to conduct a self-diagnosis through their acquaintances or other contact information  
Identify the location of entrants who are out of reach for a long time via police | Entrants confirmed with COVID-19 after the test are sent to  
- (Mild) temporary treatment center  
- (Severe) medical institution for medical treatment  
Those recovered from the disease are under monitoring via self-check mobile app, etc. |
02 Key Features of Special Entry Control System

Register Travel Record Declaration
- Submit passport no. and other personal information (passport scan to verify the submitted passport ID)
- Submit countries of recent visit and address in Korea
- SMS-based authentication for user verification, submit available contact information (acquaintance, etc.)
- Monitoring of family members and cohabiters without mobile phone with the same phone
- Check the electronic signature in the declaration, consent form, etc.

Register Health Status
- Enter and monitor the daily health status (symptoms) of app user for 14 days
- Measure the body temperature, heart rate, etc. with self-diagnosis band

Manage Temporary Residential Facilities

Connect User to the KCDC Call Center (1339) and Manage the Counseling Data

Manage AI calls, Text Messages, Push Notifications
02 Key Features of Special Entry Control System

<table>
<thead>
<tr>
<th>Linked DB</th>
<th>1st Management Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarantine DB by KCDC</td>
<td>Call center of related agencies</td>
</tr>
<tr>
<td>Entry/Departure Records by MOJ</td>
<td>- Persons not installing the app, not responding to the calls, and those under active monitoring</td>
</tr>
<tr>
<td>Residential DB by MOIS*</td>
<td>- KCDC</td>
</tr>
<tr>
<td>Residents DB admitted To Temporary Treatment Centers</td>
<td>- All entrants</td>
</tr>
<tr>
<td>Foreign Students DB by MOE* (manual)</td>
<td>- People showing symptoms for more than 2 days</td>
</tr>
<tr>
<td></td>
<td>- MOE</td>
</tr>
<tr>
<td></td>
<td>- Management of foreign students</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Ministry of Health and Welfare
02 Key Features of Special Entry Control System

| Installation of self-check mobile app |

Access to Google play store for Android and Apple iOS app store to download the app

모바일 자가진단 - 보건복지부
보건복지부(MOHW)

제거
열기

Self-Diagnosis - Ministry of Health and Welfare
보건복지부(MOHW)

Uninstall
Open
02 Key Features of Special Entry Control System

Installation
- Required at entry
- Passport and other quarantine info submitted through the app

Self-diagnosis
- Temperature and other health conditions reported daily
- Submitted data collected on the system

Working with other institutions
- Info. Shared with local governments
- App directly connects user to the KCDC Call Center
03 Key Features of Self-check Mobile App (Users)

- Take a passport photo and submit basic personal information

Source: Ministry of Health and Welfare

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03 Key Features of Self-check Mobile App (Users)

1. Verify mobile phone info. (roaming phone)

Source: Ministry of Health and Welfare
Note: All the provided data in this slide is “SAMPLE” to develop this lecture, so it is not prohibited to use all data.
03 Key Features of Self-check Mobile App (Users)

- Submit travel record declaration including countries visited, address in Korea, etc. (1/2)

Source: Ministry of Health and Welfare

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03 Key Features of Self-check Mobile App (Users)

| Create an electronic signature and submit travel record declaration (2/2) |
**03 Key Features of Self-check Mobile App (Users)**

| Register family members and companions for monitoring with one mobile phone |

**Source:** Ministry of Health and Welfare

*Note:* All the provided data in this slide is “SAMPLE” to develop this lecture, so it is not prohibited to use all data.
03 Key Features of Self-check Mobile App (Users)

- Create QR codes for verification and quarantine inspection
03 Key Features of Self-check Mobile App (Users)

| Report and manage daily health status |

Source: Ministry of Health and Welfare

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03 Key Features of Self-check Mobile App (Users)

- Conduct a self-diagnosis by using a health band

Source: Ministry of Health and Welfare

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03 Key Features of Self-check Mobile App (Case Officers)

- Search the list of persons admitted to facilities and sort the list

Source: Ministry of Health and Welfare

Note: All the provided data in this slide is "SAMPLE" to develop this lecture, so it is not prohibited to use all data.
03 Key Features of Self-check Mobile App (Case Officers)

- Manage persons admitted to facilities

Source: Ministry of Health and Welfare

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03 **Key Features of Self-check Mobile App (Case Officers)**

| Monitor health band users |

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What is "request of measurement at once?"

Do you want to request measurement of biometric data of band user at once?

If you touch "request measurement at once", you can ask measurement of band user’s pulse and temperature.

*This function is limited to the band user staying in the facility you manage, and it is impossible for the measurement without connection.

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**Source:** Ministry of Health and Welfare

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04 **AI-based Self-check Management**

Guide to install the app and manage the self-diagnosis via AI call center

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**Daily Sending/Receiving Record of AI check 25**

<table>
<thead>
<tr>
<th>Sending</th>
<th>Receiving</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
<td>Passport No.</td>
</tr>
<tr>
<td>-----</td>
<td>--------------</td>
</tr>
</tbody>
</table>

Source: Ministry of Health and Welfare

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04 AI-based Self-check Management

Provide self-check mobile app instructions and manage the status of self-diagnosis report

**Text Message Delivery Records Search**

<table>
<thead>
<tr>
<th>Delivery Date</th>
<th>Total</th>
<th>Success</th>
<th>Failure</th>
<th>Pending Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020-03-01</td>
<td>8,605</td>
<td>8,401</td>
<td>106</td>
<td>0</td>
</tr>
</tbody>
</table>

**Statistical overview**

<table>
<thead>
<tr>
<th>No.</th>
<th>Message Description</th>
<th>Language</th>
<th>Tel.</th>
<th>Passport No.</th>
<th>Entry Date</th>
<th>Last self-diagnosis Date</th>
<th>Delivery Result</th>
<th>Delivery Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Self-diagnosis reminder (persons with no response on that day)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200321</td>
<td>2020-03-21 09:42:34</td>
<td>Failure</td>
<td>2020-03-31</td>
</tr>
<tr>
<td>2</td>
<td>D+3 warning (persons with no response during D+1, D+2 and more)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200321</td>
<td>2020-03-21 09:42:34</td>
<td>Failure</td>
<td>2020-03-31</td>
</tr>
<tr>
<td>3</td>
<td>지각한 날 특별문자(일반 미팅발가)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200324</td>
<td>2020-03-30 13:56:45</td>
<td>Success</td>
<td>2020-03-31</td>
</tr>
<tr>
<td>4</td>
<td>D+3 경고문자(D+1, D+2 이상 미팅발가)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200319</td>
<td>2020-03-19 18:13:18</td>
<td>성공</td>
<td>2020-03-31</td>
</tr>
<tr>
<td>5</td>
<td>지각한 날 특별문자(일반 미팅발가)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200319</td>
<td>2020-03-19 18:13:18</td>
<td>성공</td>
<td>2020-03-31</td>
</tr>
<tr>
<td>6</td>
<td>D+3 경고문자(D+1, D+2 이상 미팅발가)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200324</td>
<td>2020-03-28 02:02:47</td>
<td>성공</td>
<td>2020-03-31</td>
</tr>
<tr>
<td>7</td>
<td>지각한 날 특별문자(일반 미팅발가)</td>
<td>EN</td>
<td>01C</td>
<td>0</td>
<td>20200324</td>
<td>2020-03-28 02:02:47</td>
<td>성공</td>
<td>2020-03-31</td>
</tr>
</tbody>
</table>

Source: Ministry of Health and Welfare

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05 Self-check Management via Call Center

Manage of the entrants by call center agents

Management of Persons under Monitoring through Call Center

Source: Ministry of Health and Welfare

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05 Self-check Management via Call Center

| How a call center agent checks and records the personal health status of an entrant |

Management of Persons under Monitoring through Call Center

- **Call Center**: 1339 Call Center
- **Flight. No**: AB 1234
- **Sex**: M
- **Visa Type**: visa waiver
- **Date of Birth**: [Today]
- **App installation Date**:  1
- **Entry Date**: 
- **Name**: 
- **Nationality**: DDD
- **App ver.**: 3.2.0

**Source**: Ministry of Health and Welfare

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## Self-check Management via Call Center

| Statistical management of phone counseling by call center agents |

### Statistical Overview

<table>
<thead>
<tr>
<th>Call Date</th>
<th>Call Center</th>
<th>Caller</th>
<th>No.of Call Recipients</th>
<th>No. of calls succeeded</th>
<th>No. of calls failed</th>
<th>No. of persons with symptoms</th>
<th>No. of persons without symptoms</th>
<th>No. of persons not receiving</th>
<th>No. of persons subject to call</th>
<th>No. of persons leaving the country</th>
<th>No. of persons released after the 14-day quarantine</th>
</tr>
</thead>
<tbody>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>62 (건)</td>
<td>62 (건)</td>
<td>0 (건)</td>
<td>0 (건)</td>
<td>62 (건)</td>
<td>62 (건)</td>
<td>33 (건)</td>
<td>0 (건)</td>
<td>11 (건)</td>
<td></td>
</tr>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>60 (건)</td>
<td>60 (건)</td>
<td>0 (건)</td>
<td>0 (건)</td>
<td>60 (건)</td>
<td>60 (건)</td>
<td>49 (건)</td>
<td>1 (건)</td>
<td>0 (건)</td>
<td></td>
</tr>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>65 (건)</td>
<td>64 (건)</td>
<td>1 (건)</td>
<td>0 (건)</td>
<td>65 (건)</td>
<td>62 (건)</td>
<td>38 (건)</td>
<td>1 (건)</td>
<td>8 (건)</td>
<td></td>
</tr>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>61 (건)</td>
<td>59 (건)</td>
<td>2 (건)</td>
<td>0 (건)</td>
<td>61 (건)</td>
<td>62 (건)</td>
<td>36 (건)</td>
<td>1 (건)</td>
<td>8 (건)</td>
<td></td>
</tr>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>65 (건)</td>
<td>62 (건)</td>
<td>3 (건)</td>
<td>0 (건)</td>
<td>65 (건)</td>
<td>62 (건)</td>
<td>30 (건)</td>
<td>0 (건)</td>
<td>0 (건)</td>
<td></td>
</tr>
</tbody>
</table>

**No. of persons showing symptoms for more than 2 days by call date**

<table>
<thead>
<tr>
<th>Call date</th>
<th>Call Center</th>
<th>No. of persons showing symptoms for more than 2 days by call date</th>
</tr>
</thead>
<tbody>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>9 (건)</td>
</tr>
</tbody>
</table>

**No. of persons not responding to the call for more than 2 days by call date**

<table>
<thead>
<tr>
<th>Call date</th>
<th>Call Center</th>
<th>No. of persons not responding to the call for more than 2 days by call date</th>
</tr>
</thead>
<tbody>
<tr>
<td>26/06/2020</td>
<td>콜센터</td>
<td>0 (건)</td>
</tr>
</tbody>
</table>

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### The Self-quarantined Management in Temporary Residential Facility

Manage the persons admitted/released by temporary residential facility

#### Search of Persons Admitted to Temporary Residential Facility

<table>
<thead>
<tr>
<th>Admission (total)</th>
<th>Release (total)</th>
<th>No. of persons staying at the facility (total)</th>
<th>No. of persons installing the app (total)</th>
<th>No. of persons completing self-diagnosis (total)</th>
<th>No. of persons with symptoms (total)</th>
</tr>
</thead>
<tbody>
<tr>
<td>127건</td>
<td>320건</td>
<td>127건</td>
<td>422건</td>
<td>435건</td>
<td>1건</td>
</tr>
</tbody>
</table>

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06 The Self-quarantined Management in Temporary Residential Facility

| Register the status of admission/release from temporary residential facility |

Facility Admission Registration

- A Hotel (Yong-in)
- 2020-06-23
- M12345678
- Required

Immigration Information

<table>
<thead>
<tr>
<th>Name</th>
<th>SAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>JASON</td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
</tr>
<tr>
<td>Nationality</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Facility Name</td>
<td></td>
</tr>
<tr>
<td>Status of Residence</td>
<td></td>
</tr>
</tbody>
</table>

Source: Ministry of Health and Welfare

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### The Self-quarantined Management in Temporary Residential Facility

Manage the self-diagnosis history of persons admitted to temporary residential facility

#### Search Persons Admitted to Temporary Residential Facility> Self-diagnosis Log of Facility Residents

<table>
<thead>
<tr>
<th>No.</th>
<th>Passport No.</th>
<th>Self-diagnosis Date</th>
<th>Fever (Y/N)</th>
<th>Temp.</th>
<th>Cough (Y/N)</th>
<th>Sore throat (Y/N)</th>
<th>breathlessness (Y/N)</th>
<th>Health Condition</th>
<th>Request by resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>M12345678</td>
<td>2020-06-21-09:01:12.0</td>
<td>N</td>
<td>36.3</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>M12345678</td>
<td>2020-06-21-15:03:45.0</td>
<td>N</td>
<td>36.7</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>M12345678</td>
<td>2020-06-22-07:17:23.0</td>
<td>N</td>
<td>36.7</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>M12345678</td>
<td>2020-06-22-21:42:32.0</td>
<td>N</td>
<td>36.3</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>M12345678</td>
<td>2020-06-23-10:24:52.0</td>
<td>N</td>
<td>36.2</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
<td></td>
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Source: Ministry of Health and Welfare

Note: All the provided data in this slide is “SAMPLE” to develop this lecture, so it is not prohibited to use all data.
07 Achievements of Special Entry Control System

| Registered Patent Items |

- Create a QR code by submitting the result of self-diagnosis and related information
- Check the entrant information and conduct quarantine inspections with QR code
- Create a QR code by using kiosk when an entrant does not have a smart device
- Manage the health state and abnormal symptoms with the self-diagnosis system
- Support users to constantly check their health state (blood pressure, temperature, etc.) after self-diagnosis
- Manage and monitor entrants through AI call and other approaches
- Take additional actions to those who fail to conduct the self-diagnosis
- Manage both persons concerned and their companions
- Isolation (for quarantine) facility management system
- 1339 call center management system

Source: Ministry of Health and Welfare
## Achievements of Special Entry Control System

**Self-check App Installation Rate**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active monitored-person</td>
<td>99%</td>
</tr>
<tr>
<td>Person to be admitted to the facility</td>
<td>95%</td>
</tr>
</tbody>
</table>

**Self-diagnosis Rate of Self-check App Users**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Active monitored-person</td>
<td>92%</td>
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<tr>
<td>Person to be admitted to the facility</td>
<td>71%</td>
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</table>
Thank You