

Dimagi Webinar: “CommCare for COVID-19 Response”

March 31, 2020

Questions & Answers (Q&A)

Hi everyone! Thank you to those who joined Dimagi’s webinar today about Dimagi’s applications for COVID-19.

Because we only had an hour and weren’t able to get to everyone’s questions, we’ve copied in all questions below as well as answers from our Dimagi team. If you have any additional questions, please feel free to refer to the main [CommCare for COVID-19 Home](#), where we are freely sharing all CommCare for COVID-19 resources. We are going to be continually updating this with more resources as we continue to publish them.

1. Abha Patil: Is it possible to connect COVID19 apps with other, existing Commcare apps which may already be in use? Is it possible to link Patient IDs across apps or other databases (non Commcare)?
 - a. Hi Abha - yes, it is possible to integrate CommCare COVID-19 applications with existing apps or external systems. For integration across apps, as long as two applications are in the same project space, use the same case type, and have the same owner (either a user or a location), then the case will be visible in both applications. The feasibility of integration with other databases is dependent on the external system and the format of its data. Through the CommCare front end, you can [import data](#) from other systems directly into CommCare and use an existing patient ID as a common identifier. If your team has programming capabilities, you can also utilize [CommCare APIs](#) to automatically import or export data.
2. Temesgan Sintayehu: Can you show us how the contact tracing GPS integrations works in details?
 - a. Hi Temesgan - thanks for your interest! We have extensive documentation on CommCare’s geospatial features available on our public confluence page [here](#). You can also find information about our [map-based reports](#).
3. Julia Higgins: My name is Anthony Maina from Lwala community Alliance - Kenya. My question is whether one can be able to keep history of data even when i
 - a. Hi Anthony. Yes, in CommCare, you can configure your application to save historical data.
4. Andre van Zyl: Hey CommCare team, here is a great tool for demonstrating your app: <https://github.com/Genymobile/scrcpy>
 - a. Thank you for sharing, Andre!
5. Eilidh Higgins: If a contact becomes a confirmed case do you have to reenter the data or is there a way to edit the existing data?

- a. Hi Eilidh - yes, there is a way to avoid reentering the data! You can use case management to save and link data from multiple forms to prepopulate matching fields and avoid duplicate data entry and errors. You can view information about defining default values [here](#).
6. Galaxy A20 - My name is Dawit Damte from Ethiopia, is the version is applicable for those in Comorbid disease?, Hope this version be able to load on google play store to adopt based on our context.
 - a. Hi Dawi, thank you for your question. By using CommCare's form builder, you can customize the application based on your needs - including adding questions based on other comorbidities. CommCare is available on the Google Play Store (see [here](#)), but you will also need to separately download this specific template application. To do this, please feel free to follow the instructions listed here on the "[Getting Started](#)" page.
7. Amanda Meyer: I've downloaded the free WHO app but when trying to look at any of the contact forms I get the following error "SecurityError: Attempt to use history.replaceState() more than 100 times per 30 seconds" What does this mean and how can I edit the application to fit our needs? My email is amanda.meyer@yale.edu if unable to discuss this since QA and running short :)
 - a. Hi Amanda - thank you for flagging this. I checked with our CTO - and his initial instinct was it could be an issue with your browser. Can I ask if you are using Internet explorer? He also suggested that it may have to do with your history after clicking back? Will send you an email to resolve.
 - b. Hi all - I offlined with Amanda. To confirm, it looks like the issue was related to a browser update. This worked when she used Google Chrome.
8. Monica Larrazabal: Hi! Regarding the web app Marissa has shown: What is the difference with the mobile app that Erin showed us in terms of usage? so when is it best to use the first and when the second?
 - a. Hi Monica - The app that Erin demonstrated was the [COVID-19 Template application](#) that is available for use for free by any program. The application that Marissa demonstrated was an example of a custom application that Dimagi developed for a partner based on the partner's specific protocols and CDC guidelines. While the workflows are similar, the template application is designed to be used in a self-service model - and you can customize the application to meet your needs!
9. Sue Duvall: Hello/ Have you received any feedback about this rollout in California that would be useful for an implementation in low-resource settings? Thanks.
 - a. Hi Sue - One thing that we have seen in rolling this out in California is just how important it is to design your applications so that they can easily be adapted based on constantly changing needs from the outbreak. Within the first two weeks of rolling this out in California, the number of COVID-19 cases grew so significantly in the state that the application users made a decision to change how the application was conducting contact tracing. We believe that this will be

the same case in all countries, and countries who are at earlier stages of the outbreak can learn from this.

10. Valentina Shafina: in the sms we use the local comm system, right? or it managed through the internet access?
 - a. Hi Valentina - Yes, the SMS system uses the local telephone network.
11. Marlene Hebie: Hi Thanks a lot for the overview of suspected or confirmed case registration. I am not familiar with this apps, but my understanding is that the apps is for use by health facility staff rather than community health workers. Is that right? Or it can be both?
 - a. Hi Marlene - good to hear from you. These apps can be used by any type of user! Our applications have been used by community health workers, clinic staff and providers, and public health officials. You can customize your digital workforce to reflect your program's requirements and staffing models.
12. Andre van Zyl: Hi All, it would be great to continue the discussion at <https://forum.dimagi.com/t/creating-a-forum-category-for-covid-19-response/7348/3>
 - a. Absolutely, thank you for suggesting Andre. I am including the link to the entire forum discussion: <https://forum.dimagi.com/c/covid-19/13>
13. Katerina Mesura: You can download bulk translation in an Excel file and use Google translate service.
 - a. Thank you Katerina - I'm not sure if this was in response to someone else's question (it may have been), but confirming that this is true for doing language uploads in CommCare. Here is some more information about translating your application if you want it in a language other than English, French, Spanish, or Portuguese: <https://confluence.dimagi.com/display/commcarepublic/Language+configuration+in+CommCareHQ>
14. Ifeoluwa Olokode: Hi, will a link to the webinar recording be shared after?
 - a. Yes - please find a link here: <https://sites.dimagi.com/covid-19-webinar>
15. Rachel Udow: Are you aware of any use cases of the Covid-19 app with CHWs to date? If so, how is it being implemented? Thanks!
 - a. Hi Rachel - to date, we are mostly seeing use cases of applications being developed for healthcare workers in healthcare facilities. For example, please see this example of an application that the wonderful team at InStrat Global Health Solutions in Nigeria built: <https://guardian.ng/news/coronavirus-ogun-government-launches-mobile-app-for-health-workers/>. However, we are expecting to see more use cases related to community health workers pop up soon. We know of several that are in development. As soon as they go live, we will make sure to share.
16. Vishwadeep Mukherjee: Is there any way to connect MySQL on Commcare Export Tool?
 - a. Yes - here are some <https://confluence.dimagi.com/display/commcarepublic/CommCare+Data+Export>

- [rt+Tool](#). For more information about exporting data from CommCare, please see here: <https://confluence.dimagi.com/display/commcarepublic/CommCare+Data>
17. Andrew Christopher Wesuta: Now that I have received communication from one of the leadership in my closer neighborhood, in case I input this into my customised tool. Who is supposed to receive this data for follow up, I guess this would be as an organisation?
 - a. Hi Andrew! You can structure your CommCare application with specific user permissions so that the data is going to the right people. This can be multiple people in an organization, or just one administrator-- whatever makes sense for the project's requirements.
 18. Asayehegn Tekeste: Any space for GIS map integration? If so, readily available or we have to customize/edit?
 - a. Hi Asayehegn - CommCare offers a Report Builder tool with GPS reporting; you can find more information [here](#). You can also export CommCare data via [data exports](#) or use an easy-to-configure [Zapier integration](#) to connect your data to ArcGIS.
 19. Dassaave Brice: Did The recording session will be available after the Webex!?
 - a. Yes - please find a link here: <https://sites.dimagi.com/covid-19-webinar>
 20. Vishwadeep Mukherjee: Are these APIs are free of charge?
 - a. Hi Vishwadeep. Access to CommCare APIs requires a paid software plan for CommCare: <https://confluence.dimagi.com/display/commcarepublic/CommCare+HQ+APIs>. However, if you are using your project *just* for COVID-19 response, you can apply for a pro bono subscription to have access to APIs: <https://docs.google.com/forms/u/1/d/1NjKk4tescSB0PKb6fsU6QjZ9OAAmZn6k0BfSzEV3lhk/edit>
 21. Stuardo Herrera: Is commcare Open Source?
 - a. Yes, CommCare is Open Source. Please read more here: <https://dimagi.com/open-source/>
 22. Lisa Catanzaro: Hi Gillian and All, Thank you! This is incredible. Great job. This is Lisa Catanzaro from University of San Francisco our students are interested in the California project and are already working with the health departments in Sonoma county. The m health course is going to launch in May and we anticipate more domestic use cases around COVID-19 and others to include environmental and child health. I am wondering about an interface with the WHO interface now being developed with WattsApp?? Great about both GDPR and HIPPA. Does this run on the iphone? if not the students can use on their computer??
 - a. Hi Lisa - great to hear from you! While the mobile version of CommCare is only supported on Android-operating devices, we do have a web-based interface that is accessible on any operating system on any device as long as the user has access to a browser and an active internet connection, called WebApps. We have even had some projects that use WebApps on a browser on their iPhones or

iPads. We are exploring WhatsApp integration capabilities, but at this point, this application is not linked to WhatsApp.

23. CHRISTIAN GNONGOUE: is french version existing ?

- a. Yes, the application is available in French. If you visit <https://commcarehq.org/covid19>, please download the application which will have French translations.

24. Alisha Smith-Arthur: Please also share this recording so we can share with colleagues who couldn't join the webinar. Thanks

- a. Yes - please find a link here: <https://sites.dimagi.com/covid-19-webinar>

25. Latika Bhosale: Can We get reports?

- a. Hi Latika - We do have an in-product report builder <https://confluence.dimagi.com/display/commcarepublic/Report+Builder>, a built-in integration with PowerBi and Tableau, and an interface to export CommCare data in csv or Excel formats. Additionally, we also support visualizations via our integration with Excel Dashboards. <https://confluence.dimagi.com/display/commcarepublic/Tutorial%3A+Create+an+Excel+Dashboard>

26. Rossana Morales: Will you send us the record of this webinar?

- a. Yes - please find a link here: <https://sites.dimagi.com/covid-19-webinar>

27. Cicero Nhamumbo: Commcare have a visualizer app, like Tableau, Power BI..?

- a. Hey Cicero- it does, yup. You can connect your data directly to both Tableau and Power BI. You can also create simple visual reports within CommCare itself. You can see all the options here: <https://www.dimagi.com/commcare/integrations/>

28. Rene Diane: Hi Dimagi , we are currently a client and in the process of developing 2 applications with Dimagi on COMM CARE. We were told we should buy our own license for Power BI. So the Q is does Commcare have a visualizer? The answer is Commcare does have the capability right

- a. We do have an in-product report builder. <https://confluence.dimagi.com/display/commcarepublic/Report+Builder>. Additionally, we also support visualizations via our integration with Excel Dashboards. <https://confluence.dimagi.com/display/commcarepublic/Tutorial%3A+Create+an+Excel+Dashboard> If you can't use PowerBi, these 2 are great options to try out. Also note that PowerBi also has a free offering.

29. Andre van Zyl: Can you please provide a comparison between CommCare and REDCap. REDCap is very popular amongst the general research community. Researchers are asking me: "Why would we want to use CommCare and not REDCap?"

- a. Michael Owino: RedCap Mobile is not a good product yet. and Does not do cases very well. There is no way to track each suspected person in redcap. we use it, but would not be applicable for case tracking. in my opinion.

- b. Dimagi: Thank you Michael! We're a little biased, but in our opinion: 1. Redcap is not designed for service delivery in the same way as CommCare, or made for low literate staff. Redcap needs to be self hosted (ie. higher costs).
- 30. Andre van Zyl: Gillian and Michael, thank you for that! Is there a comprehensive comparison between REDCap and CommCare platforms? The research teams I work within South Africa, Kenya, and the USA have access to REDCap. They want to know why CommCare is a better option.
 - a. Hi Andre - we don't have a comprehensive comparison available, but just including some (albeit, biased!) thoughts below:
 - i. We believe that CommCare offers a better user experience for web and mobile workers. CommCare apps can be customized to include smart decision support workflows, multimedia for in-app guidance, and multiple language support.
 - ii. CommCare supports automatic linking of cases and contacts for simpler, more robust analytics.
 - iii. Our understanding is that RedCap needs to be self-hosted, while CommCare does not.
- 31. Vishwadeep Mukherjee: How can we download data to MySQL DB from commcare at regular basis?
 - a. Andre van Zyl: Here are the instructions:
<https://confluence.dimagi.com/display/commcarepublic/CommCare+Data+Export+Tool>
 - b. Dimagi: Thank you for sharing, Andre!
- 32. Katerina Mesura: What languages are you going to add? Russian??
 - a. Dimagi: We are planning on releasing a new version in Hindi, but the nice thing about CommCare is you can easily upload your translations as well, including in Russian. Here is some information:
<https://confluence.dimagi.com/display/commcarepublic/Language+configuration+in+CommCareHQ>
 - b. Katerina Mesura: thank you. we have already started translating.
- 33. Rene Diane: Katerina, How can we make the translation go faster? We need this in some African language /s - Xhosa and Zulu and Tswana
 - a. Katerina Mesura: download bulk translation excel file and use google translate
- 34. Michael Owino: I am specifically interested to hear if CommCare is compliant with 21 CFR part 11, specifically subpart B regarding "Controls for closed systems"? For any clinical research that will be submitted to the FDA, the REDCap Cloud is compliant with 21 CFR part 11.
 - a. Hey Michael- good to hear from you. Generally speaking, nothing in the CommCare template application would trigger any questions about the section of regulation in question, which only applies to signatures and records which are in the purview of FDA. Contact tracing and epidemiology are not FDA regulated activities, and the software application in its current form is not providing any

form of clinical diagnosis which is subject to FDA regulation or approval. Dimagi's general IT policies for auditability and logging should also be sufficient for compliance (we are fully HIPAA compliant as well). That said, as with HIPAA, it depends on how a given user actually implements CommCare. That is: the data in CommCare is your data, not Dimagi's.

35. Michael Owino: Based on your response, it sounds like the answer to my question is 'No, CommCare is not 21 CFR part 11 compliant'? We do FDA-sponsored clinical research and were interested in using CommCare for electronic source documentation for our upcoming COVID-19 studies. But, the system we use must be compliant with 21 CFR part 11. 21 CFR part 11 has federal guidance about *both* electronic records and electronic signatures. My question is not referring to the electronic signatures section. I am referring to the "Controls for closed systems" section of Subpart B (subsection 11.10). This subsection clearly defines the requirements that must be met by a system being used for electronic records, including documentation of appropriate controls over the system. From my discussions with the REDCap Cloud folks, my understanding is that this process of ensuring and documenting that these controls are in place is an intensive process that we can pay them to implement. Is that an option for CommCare?
- a. Hi Michael - CommCare has been used in numerous clinical research projects. To give you more information about our data security, please see Dimagi's [Privacy Policy](#) and [Terms of Service](#), [Business Agreement](#) and [Acceptable Use Policy](#) documents (all four of which are collectively known as Dimagi's "Terms") as well as our Data Security Overview: <https://confluence.dimagi.com/display/commcarepublic/CommCare+Technical+Overview?preview=%2F12223445%2F56885462%2FData+Security+Overview.pdf>
36. Ocamanono Gabriel: My name is Gabriel Ocamanono from Uganda I work for GOAL, do we still need subcibe to Pro Bono subscription since we are already subscribed to CommCare paid version
- a. Dimagi: Hi there! You do not need a pro bono subscription if you are already subscribed to a paid version. We are offering the pro bono subscriptions to ensure that all organizations have access to a great number of users. Our template applications are also designed to be used on the free version of CommCare.
37. Andrew Ogongo: Is Commcare GDPR compliant part from being HIPPA compliant
- a. Devendra More: Yes. CommCare is fully GDPR compliant. - Dev More (Director of Product, CommCare)
- b. Dimagi: Hi Andrew (and great to see you on here!) Yes, please see Dev's response. Our standard, Pro and Advanced plans currently adhere to the same HIPAA security standards from a technology standpoint. The key difference is whether Dimagi is willing to assume liability and sign a "Business Associates Agreement" (BAA), which we offer with Advanced and Enterprise plans. Please note that the Pro Bono subscriptions fall under Dimagi's "Advanced" plan.

- c. For more information on our data security information, please see: Dimagi's [Privacy Policy](#) and [Terms of Service](#), [Business Agreement](#) and [Acceptable Use Policy](#) documents (all four of which are collectively known as Dimagi's "Terms") as well as our Data Security Overview: <https://confluence.dimagi.com/display/commcarepublic/CommCare+Technical+Overview?preview=%2F12223445%2F56885462%2FData+Security+Overview.pdf>
- 38. Alisha Smith-Arthur: Has the COVID module been translated into any languages besides English, i.e, French?
 - a. Dimagi: Yes - the version on <https://commcarehq.org/covid19> has been translated into French, Portugese, Spanish, and English.
 - b. Rene Diane: Alisha, ALSO COVID 19 Due to come out in 5 other languages (some of them Indian languages) I heard them say in the beginning
- 39. Latika Bhosale: can we add hindi language
 - a. Dimagi: Hi Latika - we are currently working on Hindi. Please feel free to email me at gjavetski@dimagi.com and I can share the files with you (still in progress).
- 40. Brice IDO: Hi my name is Brice IDO, i am from Burkina Faso. can we, later, get this webinair in french?
 - a. Dimagi: Hi there! We don't have a plan now to host this webinar in French, but the template app is available in French and we are planning on releasing more French resources.
- 41. Teresa Pfaff: If we qualify for the probono account will we own our data? Or will Dimagi retain some of it?
 - a. Hey Teresa - you will always own 100% of your data collected in CommCare, no matter if pro bono or not.
- 42. Cicero Nhantumbo: How the data-set looks like for this particular app for COVID19 ?
 - a. Dimagi: <https://confluence.dimagi.com/display/commcarepublic/Data+for+COVID-19+Template+Apps>
- 43. Bruno SENOU: Thank you for your presentation. Two questions: where is App database server located? Is the app multilingual particularly french?
 - a. Devendra More: Data is hosted in an ISO compliant AWS data center in Northern Virginia, USA. CommCare is also Privacy Shield and GDPR compliant. This app is also available in English, French, Spanish, and Portuguese.
 - b. Dimagi: Thank you for the question! Please see the response from our CommCare Product Lead, Dev More.
- 44. Varshana Rajasekaran: What form of identification are users using to verify a patient?
 - a. Because this application is based off of WHO protocols which are meant for global use, the protocols don't recommend a way to verify identity. We are finding that this is something that is being customized by users on a case by case basis. Examples of identifiers that are being used are name, date of birth, phone number, anonymized project or hospital ID, etc. Of course, you need to think about what sort of sensitive information/ protected health information (PHI) you

are using to ensure that your system is both usable for mobile workers, but protects suspects and patient's personal information.

45. Onias Hlungwani: Can you please type link for free commcare for Covid
- a. <https://confluence.dimagi.com/display/commcarepublic/CommCare+for+COVID-19>. Please note that we designed these data sets to be equal to the WHO's reporting framework for the WHO FFX Protocol:
[https://www.who.int/publications-detail/the-first-few-x-\(ffx\)-cases-and-contact-investigation-protocol-for-2019-novel-coronavirus-\(2019-ncov\)-infection](https://www.who.int/publications-detail/the-first-few-x-(ffx)-cases-and-contact-investigation-protocol-for-2019-novel-coronavirus-(2019-ncov)-infection)
46. Lauro Vives: Bula Vinaka. My name is Lauro Vives, on behalf of Fiji and the Pacific Health Information Network (PHIN). I would be interested to know how CommCare can be used as a Facilities Management System to actively monitor the readiness of the health facilities to respond to COVID-19. Would there be a supply chain and logistic solution that will integrate with the FMS?
- a. Dimagi: Hi there - CommCare can be configured to do this, and we've had other apps built to do this. We are planning on developing a template application in the coming short weeks to address this specifically for COVID-19. Please feel free to email me at gjavetski@dimagi.com with questions.
47. Dassaev Brice: Maybe a module for training a trainee will be good?
- a. Dimagi: Great idea - we recommend that organizations can deploy their own modules on this topic, and we are also looking to quickly deploy other template applications. One area we're looking at is for training.
48. Ricardo Lopez: I'm using CommCare in Guatemala for USAID Project for manage appointments of persons with HIV. And now we are sending SMS to the PVs to inform about chance of service in the HIV service for the Covid19. Now we want to implement the Covid19 CommCare Template. So we need to get other space project?
- a. Dimagi: You are welcome to use the same project space and import your application directly into it.
49. Cicero Nhantumbo: Is this demo available and be shared ? In Portuguese
- a. Dimagi: We will share a recording of the webinar, and the app is available in Portuguese.