

# Frequently Asked Questions

## General Questions

### **Why Johnson & Johnson?**

As one of the world's largest healthcare organizations, Johnson & Johnson has a long-standing legacy of commitment and partnership to improve global public health for individuals, families and communities worldwide.

Our legacy of caring is grounded in helping to reduce maternal and child preventable deaths and mortality, and address unmet needs in infectious diseases, like Tuberculosis and HIV, that impact the world's most vulnerable families and communities.

### **What is the long-term vision for Connect for Life™?**

It is our aspiration to transform Connect for Life™ into a sustainable and truly global partnership initiative, supported by a wide range of major international public and private partners.

### **How is this different from current e-Health options?**

Connect for Life™ allows healthcare professionals to receive real-time feedback on their patient via feedback loops.

That means healthcare professionals can track their patient's daily medication intake and send messages designed to reinforce adherence or motivate behavioral changes.

And healthcare professionals can track patient data, like missed appointments or symptom reports, and respond with customized messages to motivate healthy behaviors.

Everything is captured on an electronic dashboard that allows the provider to easily integrate patient data, messaging, medical records and lab results in a single, accessible place.

## Implementation Questions

### **Is this a scalable solution? How many patients can the technology support?**

Connect for Life™ technology is highly flexible, adaptable and can integrate with other systems or can be used as stand-alone application.

Connect for Life™ technology utilizes interactive-voice-response or text messages along with custom-built call-flows to deliver and receive information from patients and caregivers through basic mobile phones. WhatsApp messaging can be used in settings where smartphones are available.

The logic of Connect for Life™ is built in collaboration with physicians and considers the patient's regimen, their medical history and asks the same questions a doctor would do if patients would visit the clinic, to identify care needs.

Built on a robust (open-source) OpenMRS platform, the technology is scalable from dozens to thousands of patients.

### **What diseases/healthcare challenges does Connect for Life™ support?**

Connect for Life™ technology is fully customizable in addressing your local healthcare challenges and reducing disparities in health access.

Whether you are looking for a system to support prevention programs or your patients with HIV, Tuberculosis, Mental Health disorders or other conditions, Connect for Life™ can make a difference.

The principles of Connect for Life™ are built in collaboration with local experts. You can adapt to your individual local needs, even without having extensive programming skills.

With a fully customizable electronic dashboard, you can configure the system to meet your needs by selecting relevant features such as disease related services (medication adherence feedback, health tips), clinic visit services (appointment reminders) and patient medical services (symptom reports, lab results) and can adjust services accordingly.

### How much does Connect for Life™ cost?

Connect for Life™ is made available by Johnson & Johnson Global Public Health as OpenSource under MPL 2.0 license You can find the code on Github at <https://github.com/johnsonandjohnson/openmrs-distrito-cfl/wiki>.

### What are the cost considerations for potential partners?

Johnson & Johnson does not give any financial commitment beyond making the code publicly available. Interested parties should take costs into account especially for:

- System installation, configuration, hosting and maintenance
- Voice recording of patient messages in local languages
- Costs for airtime, SMS, data or toll-free numbers (varies by country and provider)

### How is privacy handled?

The OpenMRS database can be encrypted to protect personal identifiable information.

At the patient level, patients can have a personal PIN, which they need to enter when they receive a call from or wish to access the Connect for Life™ system.

At the healthcare worker level, access to the system is based on username and password and is fully customizable based on role. Access to certain patient data can be restricted based on the assigned privileges.

## Technical Questions

### What is the OpenMRS Platform?

The Connect for Life™ application is built upon the OpenMRS Platform. OpenMRS stands for "Open Medical Record System". It is a free, open-source electronic medical record (EMR) platform designed to help healthcare providers in developing countries manage patient medical records and improve the quality of care they provide.

The platform is designed to be flexible and adaptable, so that it can be customized to meet the specific needs of different healthcare facilities and regions.

OpenMRS is built on a modular architecture, which means that different components of the system can be added or removed as needed. Connect for Life™ is an OpenMRS distribution that uses existing modules in combination with new modules developed by Johnson&Johnson Global Public Health like call flow module to engage with patients and ETL module.

OpenMRS is used in a variety of healthcare settings, including hospitals, clinics, and community health centers. The platform is supported by a global community of developers, implementers, and users who work together to improve the system and make it more accessible to healthcare providers around the world.

### Is Connect for Life™ a medical device?

Connect for Life™ technology is not intended to diagnose, prevent, or treat disease or other conditions and is therefore not considered to be a medical device.