

## **Ruvna Health Q&A: Students**

### **I do not want to receive Ruvna Health text messages.**

No problem! To stop receiving text messages, simply text the word STOP to 36598. You can unsubscribe from emails by clicking on the unsubscribe link at the bottom of any email which you have received from Ruvna.

### **I made a mistake on the Ruvna screening and now it says my child cannot come to school.**

Again, no problem. Send your child to school as usual. Email the school to let them know an error was made.

### **I did not receive the Ruvna message.**

Complete the self screening tool [here](#). Email us at [ruvna@pennsburysd.org](mailto:ruvna@pennsburysd.org) and we will look into it.

### **More than one parent/guardian received the Ruvna message.**

If more than one parent/guardian (P/G) has a mobile number listed at school, then more than one person will receive it. However, only one P/G needs to complete it. After the first P/G completes, if the other tries to complete it, they will receive a message saying it has already been completed.

### **I would like the other parent/guardian to receive the Ruvna message.**

In order to receive the Ruvna message the P/G must have a number on file listed as "Mobile 1." Reach out to the school to make sure you have a "Mobile 1" number on file. It may take a few days for the updated information to be imported into Ruvna. Any parent/guardian who **does not** want to receive the message can simply reply "STOP" to the text message.

### **I do not have a smartphone to receive or respond to a Ruvna Health text message.**

Please reach out to your child's school. We can provide paper copies of the self-screening tool. The tool can be viewed [here](#).

### **Do I need to download an app to use Ruvna Health?**

No. You can respond to Ruvna Health simply by clicking on the link in the text message.

**I would like my childcare provider/other relative who is not a parent or guardian to complete the screening.**

Because Ruvna connects to parent/guardian information in the Home Access Center, it is not possible to add another contact who is not a parent or guardian. Instead, we could provide paper copies of the screening tool for your child care provider upon request.

**Can I request a specific time to receive the screening?**

It is not possible to individualize the screening delivery times.

**I am receiving the screening and my child is virtual.**

**I am receiving the screening for my A cohort child on B days.**

**I am receiving the screening for my B cohort child on A days.**

Email the school to let them know. It may take a few days to make the correction.

Complete the self screening tool [here](#) until you begin receiving the Ruvna texts.

**I received the screening message twice on the same day.**

If the screening is not completed within 30 minutes, a second message is sent.

**My child is staying home today. Do I still need to complete the screening?**

No, do not complete the screening if your child is not coming to school in-person that day.

**The screening tells me to keep my child at home, but I want to send him to school with his symptoms. I know it's not COVID-19.**

Please keep your child at home and contact your school nurse to discuss your child's health concerns.