Frequently Asked Questions about
buoy.com/mass

How can Buoy help me during the coronavirus pandemic?

Buoy will assess your symptoms and, depending on the likelihood of coronavirus, direct you to the appropriate care resources, e.g. testing, telemedicine, or self-isolation.

In addition to checking your symptoms and finding care, you can use Buoy to learn about coronavirus itself, get prevention tips and more. Buoy can also help you connect with a free telemedicine provider in your insurance network.

Keep in mind that Buoy is not a substitute for professional medical advice, diagnosis, or treatment.

What if Buoy isn't showing any coronavirus testing locations near me?

The state is working quickly to get testing locations up and running in as many areas as possible. Information regarding available testing locations can be found on the Massachusetts state website. In the coming days, these locations will be added to the Buoy database with updated information regarding testing availability in your area and estimated wait times.

Please contact your primary care physician (PCP) first if you believe you may need testing; they can guide you and potentially see you at their clinic. If your PCP recommends you require testing and they cannot provide that testing themselves, please secure a referral from them and then contact one of the available facilities.

Please be aware that **an appointment must be made at every testing site before you are tested** and you may have to undergo another testing eligibility screen with their provider. If you cannot contact your PCP, Buoy can assist in connecting you to a provider for a free virtual telehealth visit.

How much does Buoy cost?

Buoy is entirely free to use.

How do I access Buoy?

Buoy is a web-based tool and can be accessed through your browser.
- For Massachusetts residents, visit mass.gov/online-health-tool.
- For non-MA residents, visit buoy.com/symptom-checker.

Does Buoy have an app?

Buoy does not have an app, but does offer a downloadable mobile experience designed to function like an app. Here's how to access it:

On Apple devices:

- In a Safari browser, open buoy.com/mass
- After 30 seconds, an app installation prompt will appear
- Follow the instructions on the prompt to save Buoy as an app to your home screen
- If prompt does not appear, tap the "Share" icon at the bottom of the browser screen
- Scroll down and select "Add to Home Screen"

On Android devices:

- In Chrome or the Samsung browser, open buoy.com/mass
- Select the three horizontal dots to the right of the Chrome navigation bar to open the browser menu
- Select "Add to home screen"
- When a new window appears, click "Add" and then "Add Automatically"

What does Buoy do with my information?

When you choose to share information with Buoy, they will use it to operate their services, but they do not sell user data. Because Buoy is HIPAA compliant, any information you provide will be 100% encrypted.

What languages are available?

Right now, Buoy is available to Massachusetts residents in English and Spanish. Additional languages – including Mandarin, Haitian Creole, Portuguese, and Vietnamese – will be available soon.