Supporting Patient Registrations for COVID-19 Vaccinations at a Healthcare Facility

Abstract

As the first wave of COVID-19 vaccinations for front-line healthcare workers nears completion and more vaccine doses also become available, hospitals and healthcare facilities have become a natural choice for vaccinating the next-in-line within the general population. Attempting to roll this out by merely disseminating the availability of the vaccine using the hospital's website is not tenable and is guaranteed to result in long lines, long wait times and lots of frustration.

HealthNautica's web-based eORders product now supports a new feature to ensure a smooth, orderly rollout with minimal impact on the hospital's human resources.

Salient Features

Robust software design ensures flexibility and extensibility.

- Interfaces with a hospital EMR (e.g. Epic) using industry standard HL7 protocol.
- Public facing web-responsive design ensures that users will be able to use any device (e.g., smart phone, tablet, computer) to register and make an appointment.
- Number of stations or lanes signifying parallelism (i.e., number of patients who can be vaccinated in parallel) can be provisioned by the hospital.
- The size of the time slot in minutes per patient can be provisioned by the hospital.

Workflow

Public Facing Side

Hospital or Healthcare Facility will publicize and provide two hyperlinks on suitable page(s) on their website along the following lines for the general population:

1. If you would like to register to receive the COVID-19 vaccine, click here

   The user will then be directed to an appropriate page and the following information will be collected from the user:

   Last Name*: _____ First Name*: _____

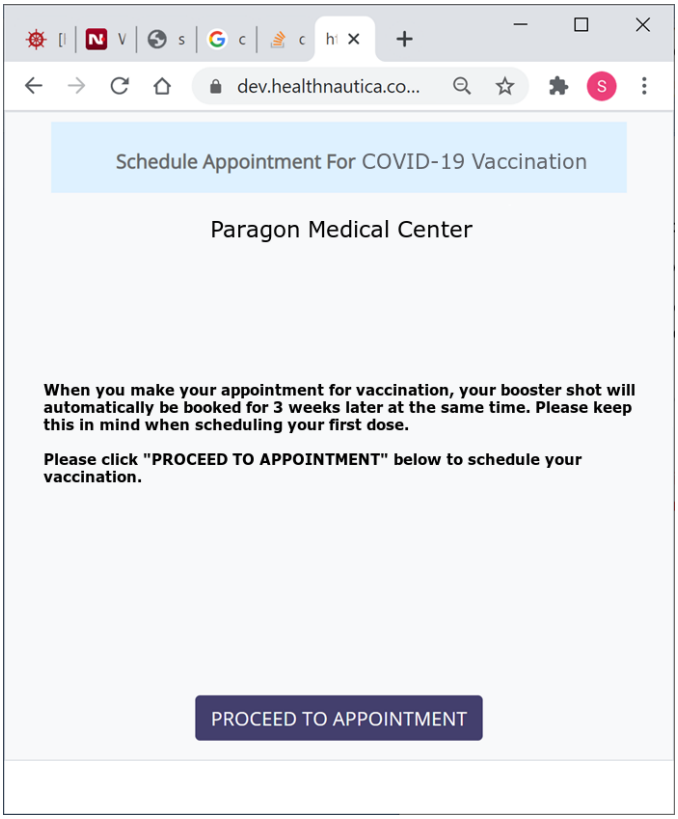
   DOB*: _____ Gender*: __

   Primary Phone*: _____ Email: _____

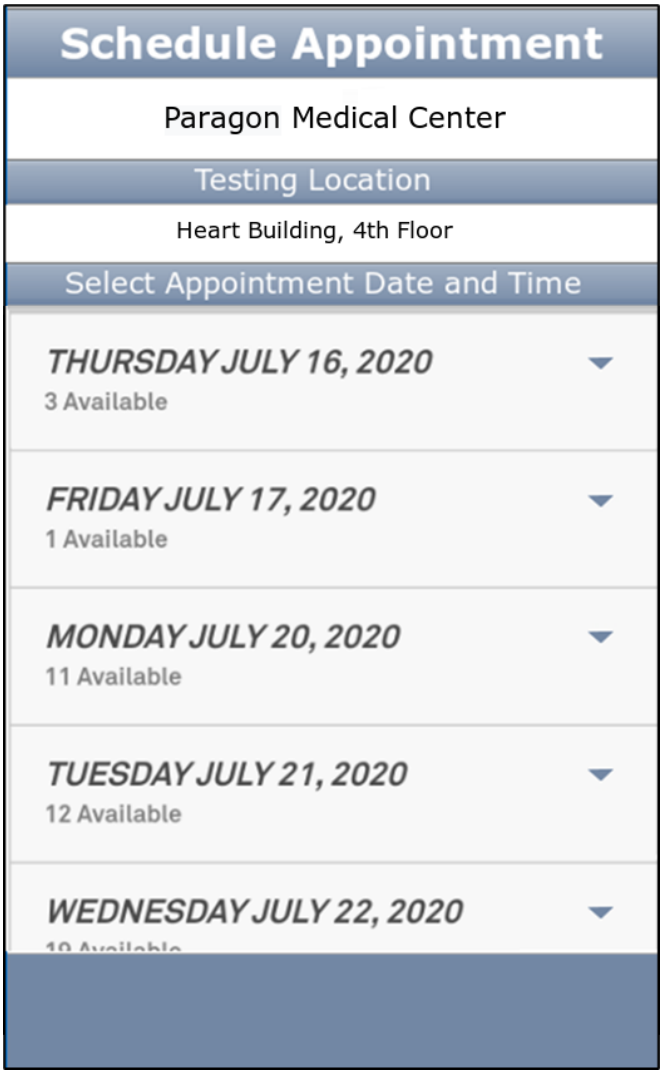
   SSN: _____

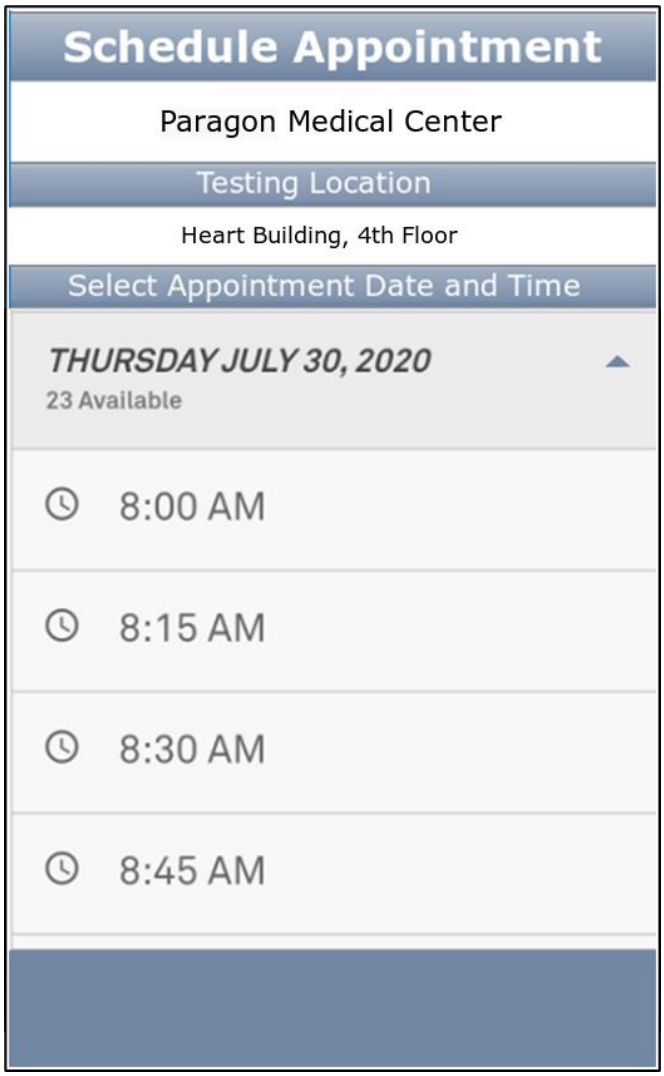
   Insurance Name: _____ Insurance ID: _____

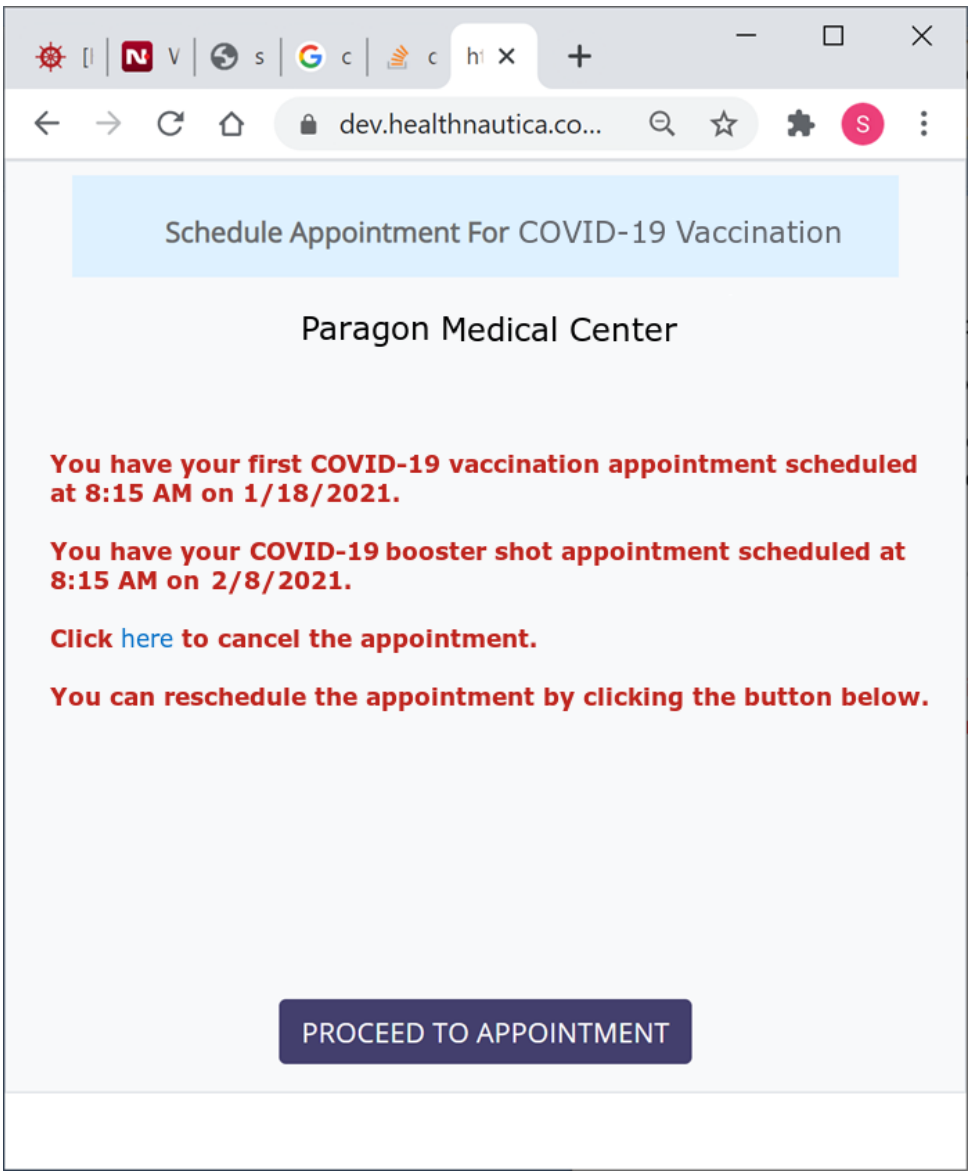
The user will be validated and then presented with a screen along the lines shown below:



When the user clicks on “Proceed To Appointment”, available dates and time slots along the lines shown below will be displayed to the user. User will choose a suitable date and time and receive immediate confirmation. In addition, the user will also receive a confirmation email and a text message.


Schedule Appointment
Paragon Medical Center
Testing Location
Heart Building, 4th Floor
Select Appointment Date and Time
THURSDAY JULY 16, 2020
3 Available
FRIDAY JULY 17, 2020
1 Available
MONDAY JULY 20, 2020
11 Available
TUESDAY JULY 21, 2020
12 Available
WEDNESDAY JULY 22, 2020


Schedule Appointment
Paragon Medical Center
Testing Location
Heart Building, 4th Floor
Select Appointment Date and Time
THURSDAY JULY 30, 2020
23 Available
8:00 AM
8:15 AM
8:30 AM
8:45 AM


dev.healthnautica.co...
Schedule Appointment For COVID-19 Vaccination
Paragon Medical Center
You have your first COVID-19 vaccination appointment scheduled at 8:15 AM on 1/18/2021.
You have your COVID-19 booster shot appointment scheduled at 8:15 AM on 2/8/2021.
Click here to cancel the appointment.
You can reschedule the appointment by clicking the button below.
PROCEED TO APPOINTMENT

2. If you have already registered to receive the COVID-19 vaccine and would like to verify, cancel or reschedule your vaccination date and time, click here

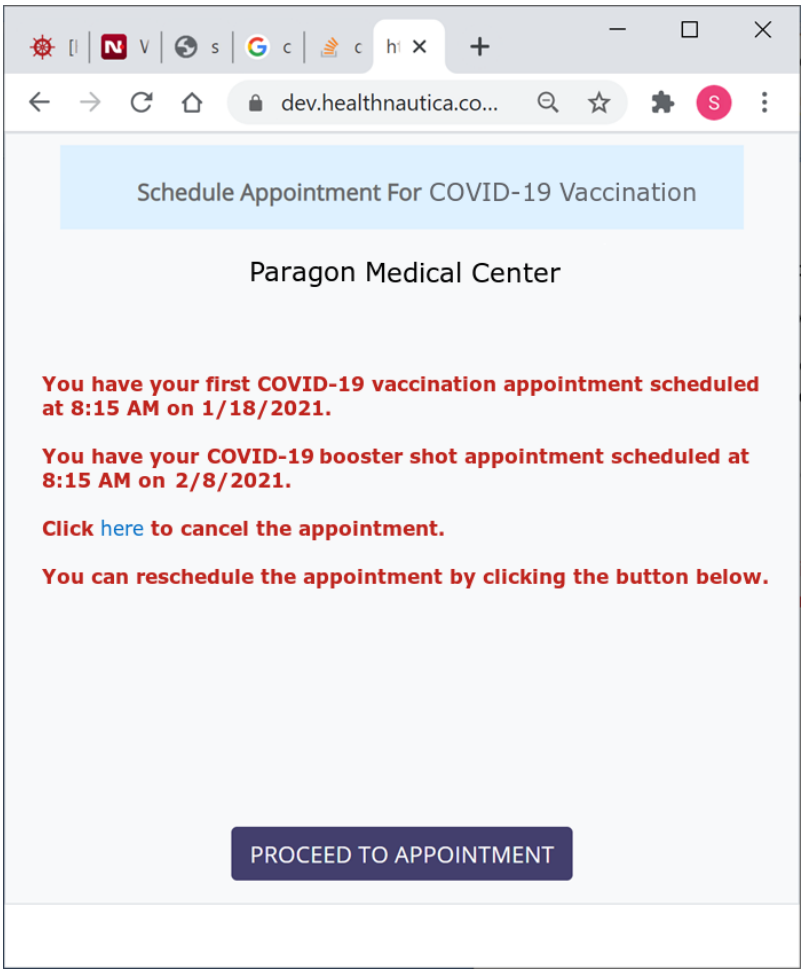
   The user will then be directed to an appropriate page and the following information will be collected from the user:

   Last Name*: _____ First Name*: _____

   DOB*: _____ Gender*: __

   Primary Phone*: _____

   The user will be shown the COVID-19 vaccination schedule for both the first dose and the booster.



Hospital or Healthcare Facility Facing Side

Vaccination appointments will show up on the hospital side in a new work queue.

Hospital Schedulers will pull the vaccination appointments, transfer them into their EMR Scheduler and mark the concerned appointments (within HealthNautica) as handled to remove them from the work queue.

At any time, if necessary, hospital side users will be able to pull up vaccination appointments by date(s).

Note:

There could be a situation (e.g. patient does not have access to Internet and smart phone) where the hospital is requested to make an appointment. In this case, the hospital will follow the same steps as a patient in securing the vaccine appointment on a date and time that is suitable to the patient. Thus, in such cases, it is the hospital that is making vaccine appointments on behalf of the patients.