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

<table>
<thead>
<tr>
<th>Select Appointment Date and Time</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>THURSDAY JULY 16, 2020</strong></td>
<td>3 Available</td>
</tr>
<tr>
<td><strong>FRIDAY JULY 17, 2020</strong></td>
<td>1 Available</td>
</tr>
<tr>
<td><strong>MONDAY JULY 20, 2020</strong></td>
<td>11 Available</td>
</tr>
<tr>
<td><strong>TUESDAY JULY 21, 2020</strong></td>
<td>12 Available</td>
</tr>
<tr>
<td><strong>WEDNESDAY JULY 22, 2020</strong></td>
<td>10 Available</td>
</tr>
</tbody>
</table>

**THURSDAY JULY 30, 2020**
23 Available

- ☑ 8:00 AM
- ☑ 8:15 AM
- ☑ 8:30 AM
- ☑ 8:45 AM
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.