



Covid Vaccine Distribution Response

▶ OPERATIONAL EFFICIENCIES

- Rapid deployment and scalability
- EHR/CRM integration
- Improved call deflection
- Appropriate triage of incoming calls
- Improved agent productivity

▶ PATIENT EXPERIENCE

- Proactive patient/customer engagement
- No wait time in queue
- Improved customer experience through immediate call response
- Self-service management

PROVIDERS FACE UNMANAGEABLE CALL VOLUMES

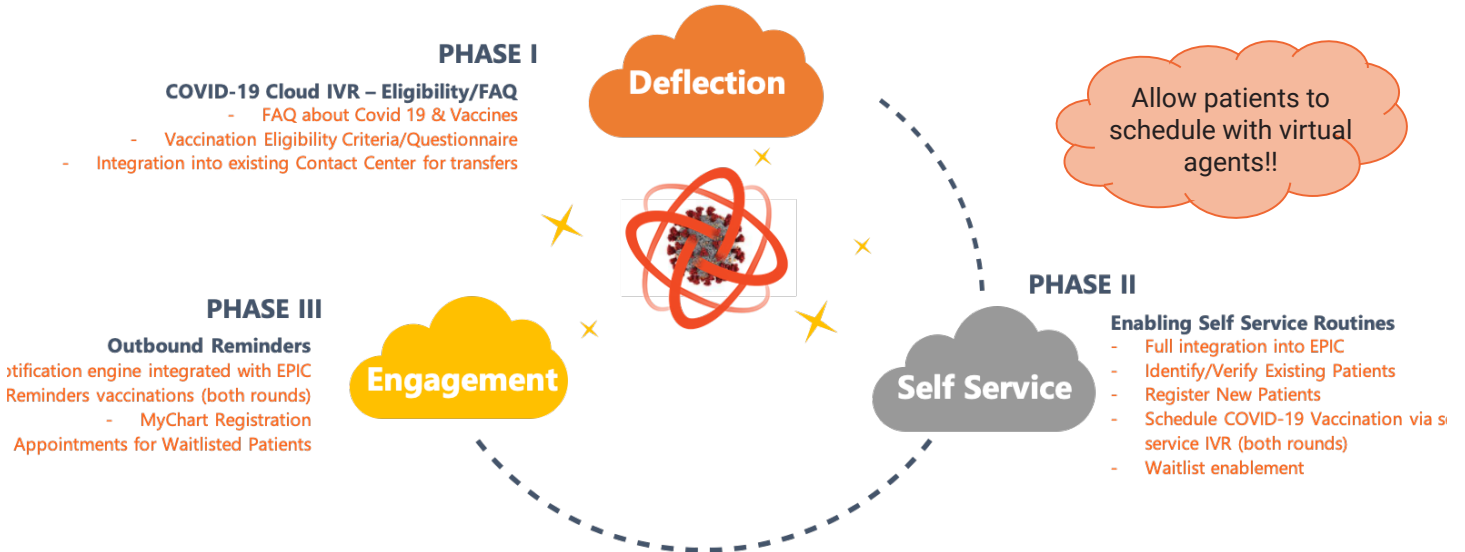
Healthcare providers are inundated with an influx of inbound phone calls and messages related to Covid-19 and the vaccine. They require a sophisticated yet simple approach to managing this exponential increase of inbound communication volume. Now is the time to introduce some relief with an automated “self-service” approach paired with “intelligent pro-active notifications” to help manage the registration and scheduling process.

SPINSCI VACCINE DISTRIBUTION RESPONSE (VDR)

SpinSci Technologies introduces VDR, a solution designed to manage the Covid-19 vaccine administration engagement process. The solution provides:

- An FAQ via cloud hosted Integrated Voice Response (IVR) for Covid-19 related questions with the ability to triage calls to a call center agent
- A self-service IVR solution for Covid-19 vaccination qualification and scheduling with the ability to triage calls to a call center agent
- A proactive engagement solution for vaccination reminders along with Epic MyChart registration and Epic MyChart check-in

COVID 19 Vaccination Distribution Response



Streamlined Implementation

	Week 1	Week 2	Week 3
Infrastructure: VPN, Firewall, Access list (SpinSci Cloud and Customer Epic Instance)			
Application: Configure FAQ questions, Eligibility Questions			
Integration: Epic Interconnect API, Epic Interface Engine (HL7)			
Verification: Testing and UAT			
Launch			

About SpinSci Technologies

SpinSci Technologies is a healthcare technology solutions provider focused on enriching communication experiences and driving customer engagement and satisfaction. SpinSci serves over 100 Fortune 500 companies and over 50K clinical and non-clinical agents with intent based, omni-channel communications solutions.

