



Rapid COVID-19 Vaccination Scheduling

**How Affirma Delivered a Solution That Got a Washington Hospital Up
and Running in Under 24 Hours**



Affirma's Rapid COVID-19 Vaccination Scheduling Solution

Summary

A Washington-based hospital needed to vaccinate over 100 employees as quickly as possible in just three days. Thanks to a quick and rapid deployment and configuration of Microsoft Bookings, frontline workers at this Hospital were able to easily schedule their covid-19 vaccinations promptly – giving the Hospital time to focus on their patients while prioritizing the health of their workers.

What We Did

Set-up, configured, and deployed Microsoft Bookings **in less than 24-hours** for rapid COVID-19 vaccination scheduling.

New Vaccine, New Problems

When the Pfizer and Moderna COVID-19 vaccines were approved and ready to be distributed, the CDC established that healthcare workers would be the first to receive them. With cases skyrocketing and the death rate increasing every day, getting healthcare workers vaccinated as quickly as possible was urgent. But with limited resources and budgets, developing a strategic COVID-19 vaccination scheduling plan can be tricky.



Our client, a Washington State-based Hospital, had to deal with this issue when they were informed that their first vaccine shipment would arrive just before Christmas. Their team had done significant research and established that they were going to set-up a large vaccination station outside to distribute the vaccine to their employees. This station would include three lanes with a dedicated staff member at each to administer the vaccine. To keep things moving quickly, the hospital planned to have 10-minute appointments set during business hours, 7 am to 5 pm., and while the Hospital had a distribution strategy ready to go, they were feeling quite overwhelmed when it came to figuring out how to get all employees' vaccinations scheduled quickly and efficiently.

Developing a Solution Under a Time Constraint

The largest barriers were time and resources. "We needed a scheduling platform developed in under 24 hours to start administering the vaccine the next day," said the Hospital's CIO. "My team didn't have the skillset or knowledge of the necessary platforms to get it done in time."



Affirma has had a strategic partnership with the hospital since 2015 and has had an ongoing IT managed service. "It's a great model to have in place if you don't have the resources to hire people with the skillset that Affirma has. With our managed service, Affirma's team focuses on whatever issue is the most important, highest risk, or needs project management," said the Hospital CIO.

Because we already had an established relationship with the Hospital, our team got started right away. With less than 24-hour turnaround time, and the day before Christmas, our team jumped in.

"When I heard about this project and the Hospitals' need for quick and efficient vaccination appointment scheduling, it was a no-brainer for us to jump in. To be able to play even a small role in helping healthcare workers get vaccinated during this pandemic has been rewarding," says Steven Pound, lead developer on Affirma's Modern Workplace team. "We jumped in immediately to help because it was a high priority and an important project."

What We Did

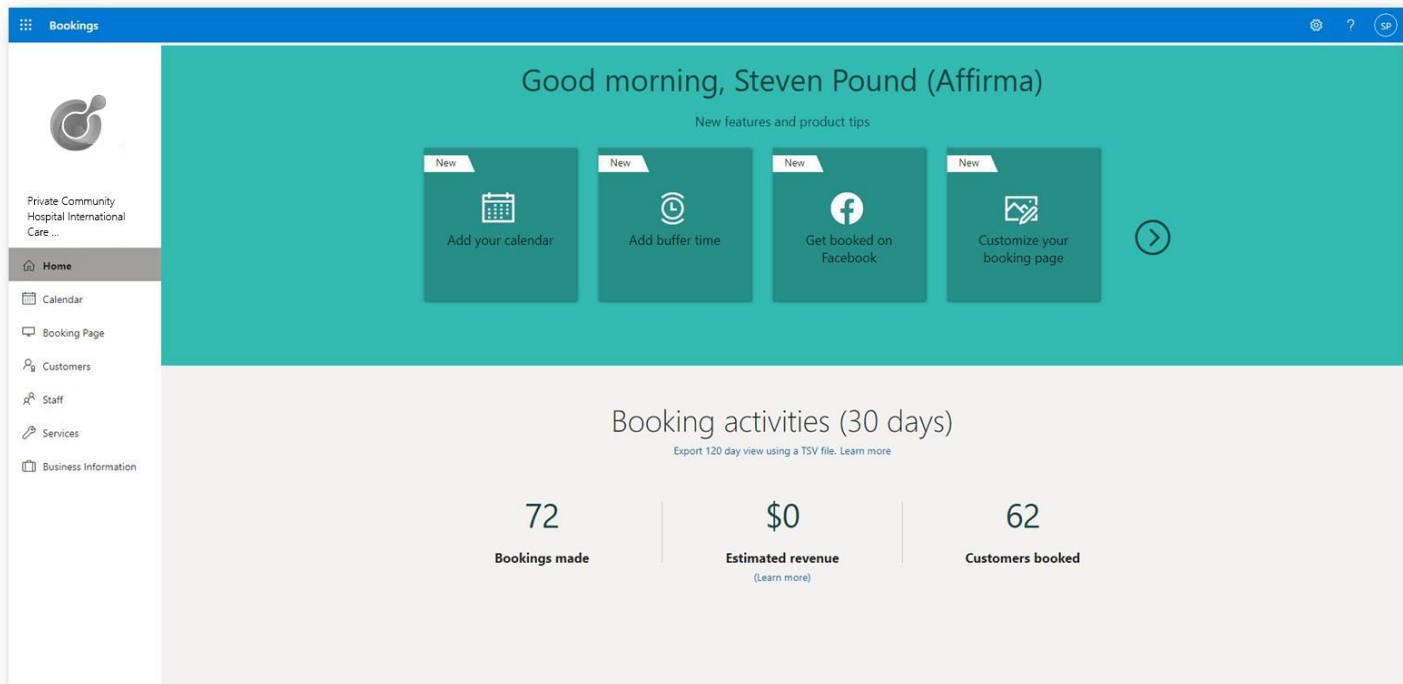
The Hospital wanted to use Microsoft Bookings to create a platform for their employees to schedule their COVID-19 vaccinations. They needed to rapidly set-up, configure, and deploy the platform to help protect healthcare workers.

Because this situation was urgent, our development team got started within hours of them asking us for help. Working closely with the Hospital's IT department, our developers configured Bookings to fit these specs:

- Set up three generic staff members to be at each of the three lanes
- Set up the appointment windows to be 10 minutes long
- Set the hours/dates for vaccination availability
- Set the staff member/lane to be automatically selected for when employees make their appointments, a setting that allows them to select their preferred staff member/lane if needed

Custom Microsoft Bookings Page Development


Affirma's team created three pages within Bookings for the pertinent COVID-19 vaccination scheduling information to live and provide easy process management.



The Staff page

This page allows the Hospital to control lane availability. They can add/remove lanes as needed, close lanes, and limit lane availability by times.

Bookings



Private Community
Hospital International
Care ...

Home

Calendar

Booking Page

Customers

Staff

Services

Business Information

Save Discard

Business information

Enter an address and contact information for your business. This will be used on the booking form and in booking messages and reminders.

Business name

Business address

Business phone

Send customer replies to

Website URL

Privacy policy URL

Terms and conditions URL

Business type

Hospitals

Currency

USD (\$)

Business logo

Add or change your business logo. This will appear in booking messages and reminders along with the business information you enter.

Change

Business hours

Enter information about your business hours.


Monday	1:30 PM	4:30 PM	X	+
Tuesday	9:00 AM	11:30 AM	X	+
Wednesday	1:30 PM	4:00 PM	X	+
Thursday	9:00 AM	11:00 AM	X	+
Friday	Closed		+	
Saturday	Closed		+	
Sunday	Closed		+	

The Services Page

The Services page is intended to provide more information to their employees. This includes the name of the service (COVID-19 Vaccination) and a description that explains the vaccination process such as where to go and the dates that the vaccine will be administered.

We also configured email reminders to be sent from this page that alerts employees the day before their scheduled appointment.

Bookings



Private Community
Hospital International
Care ...

Home

Calendar

Booking Page

Customers

Staff

Services

Business Information

Save Discard

Service details

Share your page for this service

Share a booking page URL specifically for this service

Share via Email Copy

Enter information about your service

Service name

Description

Default location

☐ Add online meeting ⓘ

Default Duration

Days Hours Minutes

Buffer time your customers can't book

☐ Off

☐ Let customers manage their appointment when it was booked by you or your staff on their behalf.

Maximum number of attendees per event

Maximum Attendees

Default price

Notes (internal only)

Assign Staff

L1

Lane 1

RE

Ralph Emerson

RH

Raymond Hardsrtoss


S

Steven Pound (Affirma)

The Customer Page

This page populates with employee information as they make their appointments, giving the Hospital real-time, valid data that tracks who and who hasn't scheduled their vaccine.

Bookings



Private Community Hospital International Care ...

Home

Calendar

Booking Page

Customers

Staff

Services

Business Information

+ New

Edit

Delete

Import customers

Customer

Manage customers

NA

Name isn't available

NA

Name isn't available

NA

Name isn't available

NA

Name isn't available

NA

Name isn't available

AF

Adorn Franklin

AN

Aaron Nickelson

AE

Alfred England

AF

Amadeus Fickleson

AW

Alex Wimbelton

AM

Alenandria MacNamera

BC

Bob Carpenter

B

Barbara

Contacts

Notes

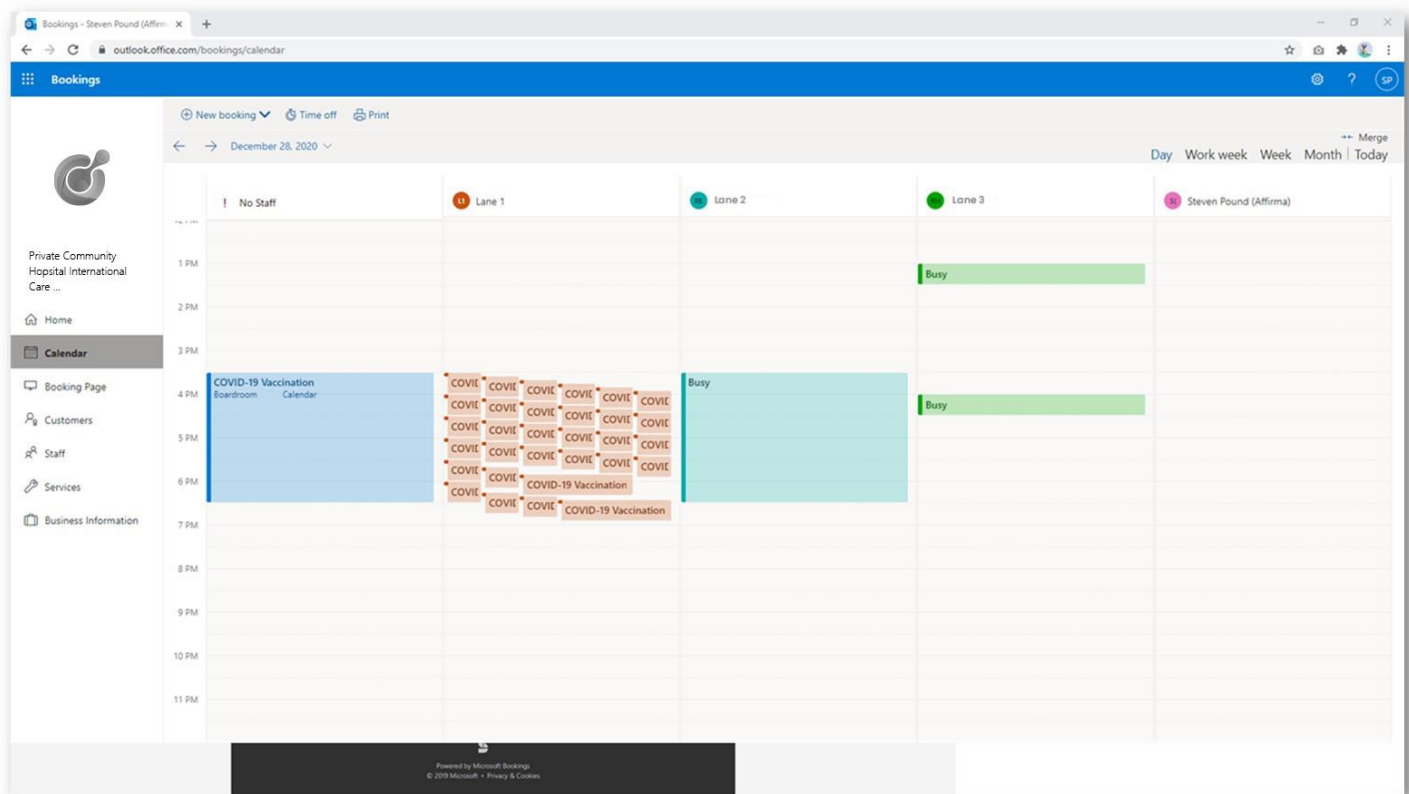
Taking Care of Healthcare Employees

In less than 24-hours, we set-up, configured, and deployed their Microsoft Bookings Portal to provide their healthcare workers with an easy-to-use platform to book their COVID-19 vaccination.

The Calendar

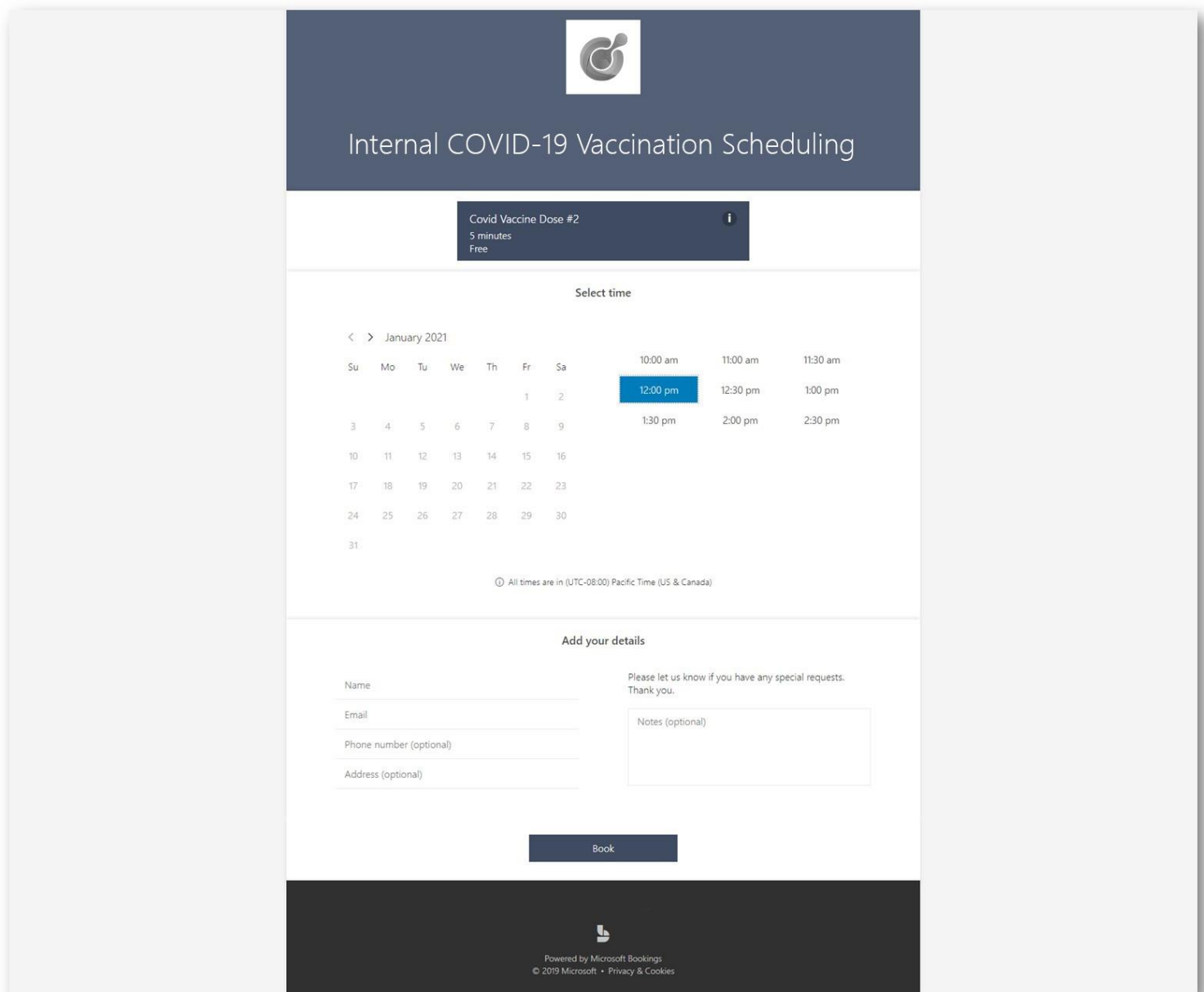
Once the employee books their vaccination, their information is automatically populated to the customer page and synced with the company calendar, making it significantly easier for the Hospital to manage their employee vaccine distribution efforts.

Bookings also provides an easy to read, dedicated Calendar web app for visibility.



Internal COVID-19 Scheduling Portal

The actual scheduling process is quick – it takes less than 30 seconds for employees to book their time slot. Employees just need to go to the Internal COVID-19 Vaccination Bookings portal, click on the available date, choose a time that works for them, enter their information, and book it.



The screenshot displays the 'Internal COVID-19 Vaccination Scheduling' portal. At the top, a dark blue header contains a logo and the title. Below this, a dark blue box specifies 'Covid Vaccine Dose #2', '5 minutes', and 'Free'. The main section, titled 'Select time', features a calendar for January 2021. The calendar shows days of the week (Su to Sa) and dates (1 to 31). Time slots are listed in a grid: 10:00 am, 11:00 am, 11:30 am, 12:00 pm (highlighted in blue), 12:30 pm, 1:00 pm, 1:30 pm, 2:00 pm, and 2:30 pm. A note at the bottom of the calendar states 'All times are in (UTC-08:00) Pacific Time (US & Canada)'. Below the calendar, the 'Add your details' section includes input fields for Name, Email, Phone number (optional), and Address (optional). To the right of these fields is a text area for 'Notes (optional)' with a prompt: 'Please let us know if you have any special requests. Thank you.' A dark blue 'Book' button is positioned below the form fields. The footer of the page is dark blue and contains the Microsoft Bookings logo, the text 'Powered by Microsoft Bookings', and copyright information '© 2019 Microsoft • Privacy & Cookies'.



EXCEEDING EXPECTATIONS

Affirma's scheduling portal has been instrumental in the Hospitals' overall COVID-19 employee vaccination plan. The Hospital was able to meet its goal and get all their employees vaccinated in under three days with Affirma's help in the following areas:

- Solution configuration and deployment in record time
- Expert developer insight to deliver the solution in less than 24 –hours
- Ongoing support for round 2 of vaccinations

Amazingly, the Hospital was able to schedule vaccine administration the day after Affirma delivered the platform solution.

The Hospital has already started to use the same portal for employees to schedule their second COVID-19 vaccine dose.

“With the Pandemic, Cybersecurity increase, and downturn in revenue, the support from Affirma has been amazing,” says the Hospitals’ CIO.