



VAIL HEALTH

During the peak of the Covid-19 pandemic Vail Health faced an administrative burden trying to manage a demand for many hundreds of COVID-19 tests per day at multiple facilities. Located in a popular Colorado ski resort area, Vail Health serves permanent residents along with a fluctuating population of part-time residents and seasonal tourists that all were helping to swell the demand for COVID-19 tests. The manual process of registering each patient in their EHR, scheduling the appointment, and managing the lab process was extremely burdensome on staff, and proved time-wasted when patients were a no show.

Vail Health approached Eceptionist to provide a patient self-scheduling portal that would allow patients to schedule and manage their own testing appointments. To alleviate staff burden, the scheduling portal needed to integrate to multiple EHR systems to automate the registration, scheduling, and lab order processing. VaxManager was determined to meet the requirements for an existing consumer facing application and Eceptionist's demonstrated experience in integration pushed the decision over the goal line.

In November 2020, Eceptionist and Vail Health began working to define the scheduling workflows and consumer experience. Vail Health's VaxManager scheduling portal launched 5-weeks later as a stand-alone solution. Integration from VaxManager to Vail Health's EHRs was incorporated a few months later during phase two of the project. At its peak, between



1,500-2,000 Covid-19 test and vaccine appointments were being self-scheduled through the VaxManager self-scheduling portal every day.

Eceptionist VaxManagerCX

VaxManagerCX is a great service for busy immunization and testing clinics, employers, and other organizations that need to stay compliant while managing and delivering on vaccination mandate requirements. Like the entire EceptionistCX solution, VaxManagerCX is web-based, mobile-friendly, and interoperable with clinical and other systems (HL7, FHIR, API, etc.). The intelligent scheduling within VaxManagerCX facilitates self-service patient screening while helping track patient check-ins and no-shows with great reporting

ECEPTIONIST SERVICE USED



VaxManagerCX
eceptionist

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