

CORONAVIRUS DISEASE 2019 (COVID-19)

InQuicker Appointment Scheduling App for Vaccine Clinics



Audience: Vaccine Task Force Leaders, Response Teams

Revision Date: 2/26/2021

Version: # 1

COVID-19 Response Team Owner: Vaccine Operations Workgroup

Date of Last Review: 2/26/2021

InQuicker Appointment Scheduling

- InQuicker is the approved standard for online appointment scheduling for new patients. This can be implemented with TogetherCare, or prior to TogetherCare and can be integrated with the EMR.
- In addition to primary and specialty care scheduling, InQuicker is also used for scheduling vaccines. Vaccine scheduling is operationalized similar to a flu-shot. A location-based approach is used for flu-shots and COVID vaccines, with appropriate appointment types
- InQuicker is live in several HMs with great success showing a large volume of new patients and many without a PCP
 - Michigan, St. Peters Albany, Mt. Carmel, St. Joseph's Indiana, St. Alphonsus
 - InQuicker is available for all sites except Holy Cross FL due to difficulties with EMR integration

	Total number of patients who registered	New Patients	No PCP
Trinity - Enterprise wide	85755	47%	18%
Primary Care/Family Med	11441	47%	16%
Testing/Vaccine Appointments	70882	47%	
Mammography	212	20%	7%

New
Relationships

- Current sites are in the process of upgrading to the next version of InQuicker that has an expanded feature set for vaccine scheduling
- InQuicker is available for all sites except Holy Cross FL due to difficulties with EMR integration

- Current sites are in the process of upgrading to the next version of InQuicker that has an expanded feature set for vaccine scheduling
- **More information about InQuicker will be shared with Vaccine Task Force leaders in the 3/2 Vaccine Task Force Huddle.**

InQuicker 2.0 Features and Implementation

What's New with InQuicker 2.0?

- Schedule by specific date
- Enhanced provider profiles
- Map view of schedules/facilities
- Language translation capabilities
- Customizable button color
- Search result filters
- Filters on provider profile page
- Mandatory appointment type selection to ensure the correct appointment is booked.
- Sort by soonest available appointment or closest provider/location
- Search by gender, location, language spoken, specialty, virtual visits, and hospital affiliation
- Can toggle between map view (powered by Google) and list view
- Payment processing
- Unique URL/Claim Codes
- Post Visit Vaccine update and CDC upload
- Advanced Customized registration form

Vaccine scheduling problems addressed

Top 2 Issues

Unable to restrict link from working if shared among people it was not intended to reach.

Unable to customize confirmation pages based on appointment type. HMs using COVID1 and COVID 2 appointment types had to move back to COVID1 as a workaround.

IQ 2.0 Enhancements

Unique Claim Code Link (single use URL)

IQ 2.0 resolves this appointment type issue

Implementation Highlights

Implementation Process

- Our InQuicker 1.0 legacy version will move the enhanced 2.0 version.
- ❖ 2 weeks to prepare, and 2 business days to switch over to InQuicker 2.0
 - ❖ All service line information will carry over to 2.0

Pilot Sites

- ❑ Saint Agnes &
- ❑ St. Alphonsus

2-3 week process:
Includes data gathering, testing, Environment Staging, and cut over

Beyond Pilot

- Discussions around implementation for sites not yet on InQuicker are in progress.
- Timelines are being established.