

ITWorx Simplifies Flu Shot Scheduling for City of Ottawa

Country

Canada

Industry

Government

Customer

Ottawa Public Health (OPH)

Executive Summary

With the onset of the flu season, ITWorx provided Ottawa Public Health (OPH) with its proprietary and secure 'Visit Management' software to seamlessly automate influenza vaccination appointment reservations. The web-based software enabled OPH to provide the influenza vaccine to numerous residents at multiple locations through an online self-scheduling feature, and resulted in shorter queues at OPH flu vaccination clinics.

"We undertook a bold initiative to launch an automated appointment management system to administer influenza vaccines city-wide. Through the agreement with Innovus Corp., ITWorx offered us their full support in achieving our target, with the team being highly responsive and taking the time to diligently address all the details within a very short time-frame; moreover ITWorx training was key in helping our nurses adopt the system faster."

Sylvie Leury

Supervisor, Community Immunization Clinics, Environment and Health Protection, Ottawa Public Health

The Customer

In partnership with the people and communities of Ottawa, Ottawa Public Health (OPH) improves and advocates for health and well-being through prevention, promotion and protection. OPH delivers numerous public health services including health protection, disease and injury prevention, control of communicable diseases, family health services, responding to emerging public health issues, and monitoring, analyzing and interpreting public health data.

The Challenge

OPH runs influenza immunization clinics every year to protect Ottawa residents from the flu during the winter season. The clinics were exclusively walk-in with no ability to plan for specific appointments for individuals and families. This sometimes resulted in lengthy waiting times for residents coming to the clinics, and made it challenging for OPH staff to resource the clinics effectively due to lack of information about demands for each clinic. OPH was looking for a seamless, automated solution to address these issues.

The Solution

Under a partnership with Innovus Corp., ITWorx provided OPH with Visit Management™, a robust, integrated, and cost-effective bilingual product for managing appointment booking. It made it easy for OPH to quickly automate, streamline and improve their booking processes by allowing residents to instantly schedule their vaccination appointments online

Technologies and Software

- Microsoft Dynamics CRM 4.0
- K2 BlackPearl
- Microsoft SharePoint 2010
- Microsoft SQL Server 2008

instead of arriving at a clinic with no idea of what the wait time would be. Ottawa residents accessed Visit Management through the Web to book an appointment and receive alerts and notifications. Visit Management requires only an Internet connection to use, with no downloads, installations or additional hardware, and can be accessed from smart phones and tablets. Once an appointment is booked, the patient receives appointment reminders via e-mail and/or SMS.

Besides being convenient for residents, Visit Management helped OPH staff to efficiently monitor, manage, and control resources and influenza vaccination queues more effectively through resource and queue management capabilities. Built on Microsoft Dynamics CRM 2011, easy customization enabled Visit Management to match OPH's services and locations. Flexible rule setting allowed OPH to define business rules for appointments such as service time, check in, resource capacity, and free time slots allocation. The software also syncs with Microsoft Outlook, adding additional functionalities.

Moreover the system provides visually-informative dashboards, including daily activity reports and a variety of high-level campaign status views, to enable facility managers to efficiently and effectively control the entire cycle from appointment booking to vaccine administration.

OPH Visit Management was provided as 'Software as a Service'. It was securely hosted at a local data center to cut down cost of HW/SW and IT maintenance, while providing the ability to dynamically scale infrastructure any time according to need. The system was launched to the residents of Ottawa on October 15, 2011 at fluclinicsottawa.ca.

Benefits

Automation of the influenza vaccination appointment reservations resulted in optimizing services to residents of the City of Ottawa, increasing satisfaction in addition to reducing administrative overhead for city staff and supervisor.

Convenient appointment booking

Residents can access the online portal of Ottawa Visit Management any time anywhere and reserve an appointment from the available time slots per clinic.

Improved resourcing of clinics

Based on the reservation schedule, OPH has a better view of the number of resources needed for each clinic. Service flow was controlled, queues eliminated, and no-shows minimized.

Shorter waiting times for citizens

With predefined appointments, residents can go to the clinic on time with no need to wait in queues, saving time and effort, and potentially raising residents' satisfaction.

Improved performance measurement

Through the robust reports and dashboards provided by Visit Management, gathering information and analyzing campaign details is easy.

Affordable and flexible infrastructure

The use of Microsoft Dynamics CRM can reduce costs through a customizable, adaptable, and scalable platform; hosting Visit Management on the cloud reduced infrastructure costs while enabling future scaling based on demand with minor costs.

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