Support for COVID-19 Vaccine Distribution

The past year has been a difficult and unprecedented time for many businesses. Governments and public sectors have needed to adapt to the changing needs of their citizens from emergency benefits programs to COVID-19 testing and now vaccine roll-out plans.

When the pandemic first started, ComputerTalk supported our customers by enabling employees to work remotely and rapidly deploying new contact centers. As organizations enter this new phase of the pandemic with massive vaccine distributions, ComputerTalk continues to support governments and healthcare providers by dynamically adapting to their needs. With over 3 decades of experience, ComputerTalk has cultivated a rich feature set to enable first class communication with citizens.

Features

✔ Proactive appointment reminders via email and SMS text messaging
✔ Rapid deployment of call centers and new capabilities
✔ Scalable for large call volumes
✔ Flexible pricing models
✔ Data transmission and storage within country
✔ Voice, IM, web chat, emails, SMS, and social media channels
✔ Support for remote workers
✔ PCI and SOC 2, Type 2 compliant cloud
✔ Meets HIPAA, PEPEIDA, and PIPA security standards
✔ 99.99% uptime

Sample Applications

• Information on COVID-19 benefit programs
• COVID-19 test appointment bookings
• COVID-19 test results
• Distribution and logistics
• Vaccine appointment bookings
• Vaccine appointment reminders

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How ComputerTalk supports organizations during the pandemic

Quick Deployment

When the global COVID-19 pandemic began, ComputerTalk supported a number of emergency orders to accommodate clients' quickly changing needs. Such changes included increasing capacity up to 400% of regular capacity and deploying several new contact centers in just two weeks. From creating a contact center for a public organization dealing with needs related to new travel restrictions to increasing interaction capacity for credit unions experiencing unusually high call volumes, ComputerTalk successfully handled emergency orders to ensure all ice Contact Centers performed exactly as required.

COVID-19 Test Results

A large health system was challenged with the advent of widespread COVID-19 testing across the region. Hundreds of thousands of patients needed quick, easy access to receive their test results. For years, this health provider had been using ComputerTalk's iceAlert for vaccine appointment reminders. Parents are proactively reminded to schedule vaccinations for their children.

The organization decided to use iceAlert to deliver COVID-19 test results to patients by SMS text messaging. The provincial health system quickly increased their usage, taking full advantage of iceAlert's scalability and ease of use to quadruple monthly output with no downtime. iceAlert is used to deliver COVID test results instantly by SMS text messaging.

Automated pre-appointment screening

A regional hospital group was able to save time and money without compromising on care by automating pre-appointment screening questionnaires to identify patients at higher risk of carrying COVID-19.

When the pandemic began, the group implemented additional precautions by having nurses call cancer patients prior to their appointment to ask them a series of 10 screening questions. While important for the health and safety of patients and staff, these screening calls were time-consuming and costly.

iceAlert allows hospitals to automatically collect pre-appointment screening questionnaire results by phone without needing hospital staff to manually make the calls. Staff can simply view reports on the results to check for red flags, ultimately making more resources available for patient care.

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

For more information, visit us at computer-talk.com.