

Standalone Vaccine Scheduling Solutions

As COVID-19 vaccination accelerates in the US, there was an urgent need for health departments to find scalable and reliable technology solutions to support vaccine rollout. The following is comparison of available options as of early 2021. Vaccine scheduling software must be complimented by offline support (such as a call center or mobile units or in-person community outreach).

	Automated reminder	EHR integration	Calendar integration	Language support	HIPAA	Configurable	Proven scale	Secondary scheduling	Appointment follow-up	Price	Set up time
Zocdoc	SMS, Email	✓	✓ (ZocDoc supplied)	English (other languages in development)	✓	✓ (Basic)	✓✓	✗	✓	Free	2 weeks
Pomelo	SMS, Email, Voice	✓	✓	English, Spanish, French	✓	✓ (Advanced)	✓	✓	✓ (+adverse events tracking)	\$130-150/ license/ month	2 weeks
Apptoto	SMS, Email, Voice	✓	✓	English, Dutch, French, Spanish, German	✓	✓ (Basic)	✓	✗	✓	\$249/ month	1 week
Signup genius	Email	✗	✓	English	✗	✗	✗	✓	✓	\$50/ month	Hours
Armorvax	Email	✗	✗	English, Spanish	✓	✓	✗	✓	✗	\$1/vaccination	<1 week

Zocdoc

Zocdoc is a patient scheduling platform used by health care providers across the US. They have been in operation for 13 years, and see up to 6 million appointments scheduled on their platform every month. Zocdoc has made their platform available to facilities offering COVID-19 vaccines. Functions include a state-by-state eligibility screener, the ability to search for and schedule a vaccine appointment in your area, and automated appointment reminders. On the back end, the jurisdiction can manage appointments via a dedicated web-based calendar, or through integration with their existing platform.

Website: <https://www.zocdoc.com/vaccine>

2 week basic implementation

Free

- ✓ Email, SMS automated appointment reminders
- ✓ Integration with Cerner, Epic, or Athenahealth or can use a dedicated calendar
- ✓ Proven to scale, has handled 100 appointments per minute at Mt. Sinai in NYC
- ✓ Out of the box ready by providing link on jurisdiction's website to Zocdoc's interface with location filters applied
- ✓ HIPAA compliant
- ✗ No adverse reaction tracking
- ✗ English only

Pomelo Health COVID-19 Vaccine Management

Pomelo Health was built for patient engagement and health care management software. They have created an end-to-end immunization solution that works for COVID-19 vaccination workflows. The solution is configurable, allowing for a jurisdiction to set their own eligibility screening and for providers to add their own availability. Intake or registration forms can also be configured.

Website:

<https://www.pomelohealth.io/covid19-vaccination-management-solution>

1-2 week basic implementation

\$130-150/license/month (license = 1 provider or 500 appointments)

- ✓ Configurable forms and flow
- ✓ Multi-language support (English, Spanish, French)
- ✓ SMS, email, and automated voice call supported
- ✓ SMS, email, automated voice message appointment reminders
- ✓ Post-vaccination communication
- ✓ Post-vaccination adverse reaction tracking
- ✓ Supports call center workflow
- ✓ Integration with Cerner, Epic, or Athenahealth or online calendars
- ✓ EHR-formatted exports or csv exports
- ✓ HIPAA compliant
- ✗ Requires some configuration

Apptoto

Apptoto is a web-based application that allows patients to self-schedule. Apptoto can be run on HITRUST certified servers for HIPAA compliance.

Website: <https://www.apptoto.com/industries/health>

\$249/month for 25 calendars and HIPAA compliant solution

<1 week implementation

- ✓ SMS, email, and automated voice messaging supported
- ✓ Messaging in multiple languages
- ✓ SMS, email, automated voice message appointment reminders
- ✓ Integrates with multiple EHRs or online calendars
- ✓ HIPAA compliant

- ✗ Requires your own provider calendar solution
- ✗ No offline/call center support
- ✗ No adverse events tracking

Signup Genius

Signup Genius is a web-based and mobile-ready tool for scheduling and registration.

Website: <https://www.signupgenius.com/>

Simple set up in hours
\$50/month

- ✓ Configurable forms
- ✓ Email communication
- ✓ Email appointment reminders
- ✓ EHR-formatted exports or csv exports

- ✗ Set signup flow
- ✗ English only
- ✗ No offline/call center support
- ✗ No SMS support
- ✗ No adverse events tracking
- ✗ No EHR integration
- ✗ Not HIPAA compliant

ArmorVax

Armorvax offers a mobile app that enables patients to find a vaccine provider. They also have a web portal to support call center workflows. Call center employees must have their own log-in to the system or use a manually generated single-use registration link to sign up on the patient's behalf.

Website: <https://www.armorvax.com/>

<1 week setup

\$1/vaccine administered

- ✓ Configurable forms
- ✓ Email appointment reminders
- ✓ Offline/call center support
- ✓ IIS-ready exports
- ✓ English and Spanish
- ✓ HIPAA Compliant

- ✗ No Voice messaging, SMS, or Email broadcasting support
- ✗ No adverse events tracking
- ✗ No EHR integration