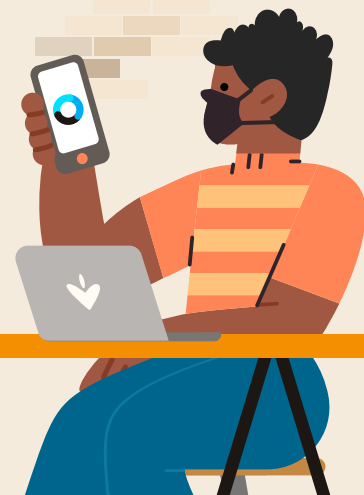
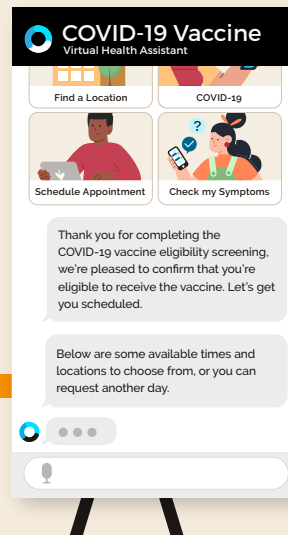


COVID-19 Vaccine Access Clinical Program

powered by Orbita



Orbita's COVID-19 vaccine clinical program provides healthcare organizations with a streamlined approach to automate inbound and outbound patient communications about the vaccine through conversational chat and voice-powered self-service tools. Built on Orbita's Digital Front Door platform, the COVID-19 vaccine clinical program can be deployed as a standalone campaign or integrated into Orbita's Digital Front Door solution to improve patient access and experience.



Educate patients

Proactively address vaccine FAQs, patient apprehension, potential misinformation, and more through the patient's preferred language and channels: chatbot, SMS, phone, and more.



Support patients in confirming eligibility

Put vaccine eligibility screening tools in patients' hands to ensure access to reliable information and calls-to-action, while reducing inbound calls to clinic staff and call centers.



Integrate appointment scheduling

Provide patients with 24/7 self-service tools to find locations for vaccination sites and take action for scheduling appointments.



Streamline call center operations

Reduce wait times and volumes through self-service tools, improve patient experience through convenient access and friction free experiences.



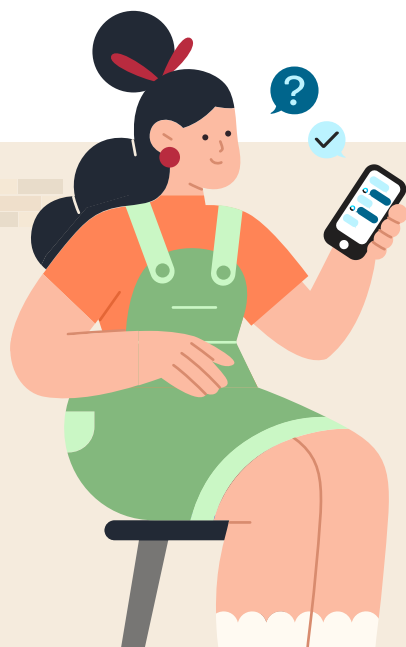
Engage patients via conversational campaigns

Deploy conversational campaigns for vaccine scheduling, appointment reminders, second dose follow-ups, and post-vaccination monitoring to reduce administrative burden.



Enable adverse event detection

Ensure compliance of chatbot applications with pharmacovigilance requirements for detection, collection, monitoring, and reporting of adverse events.



Key Capabilities

- FAQs (i.e. COVID-19 vaccine info & testing)
- Vaccine eligibility screening
- Location directory
- Appointment scheduling
- Symptom screening & care recommendations
- Proactive campaigns
- Voice search engine optimization (SEO)
- Multilingual
- Live chat escalation
- Follow up & adverse event detection





Support diverse patient populations

People fear what they don't understand, and a lack of knowledge or access to information significantly hinders the patient care journey. Curating a vetted, up-to-date knowledge base of vaccine information and FAQs, delivered through a digital front door solution can reduce apprehension and alleviate call center burden from high call volume. With natural language processing, this question-answering functionality ensures that a diverse population of patients (including underrepresented groups) receive high-quality, personalized support in their preferred language and method of communication.



Are you prepared to engage your patients digitally?
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Schedule a demo →

