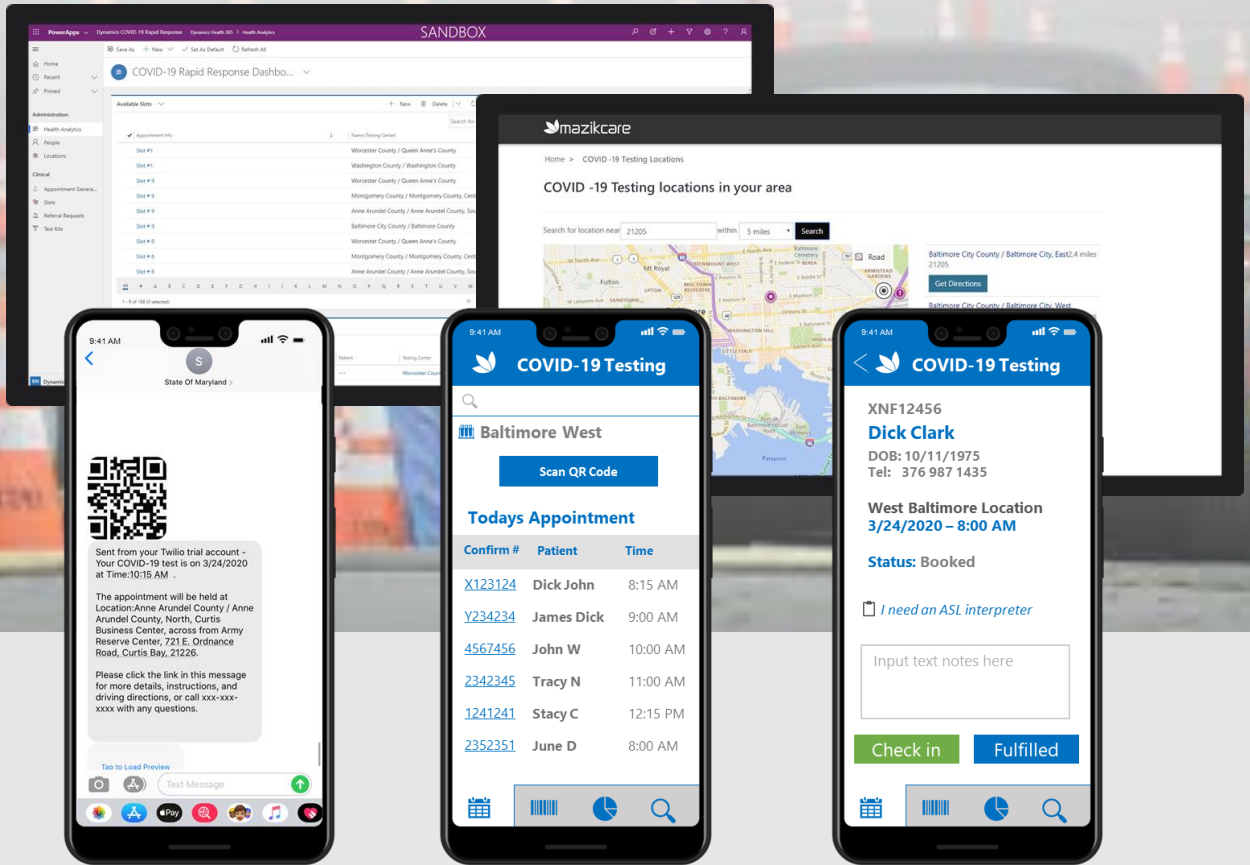


## MazikCare COVID-19 Testing Scheduling Solution



Highly configurable and ready to **deploy in 2-3 days** with minimal training and no overhead. Pre-built **integration with EMR** solutions



Integrated text messaging and a simple **patient portal** provide **one-click scheduling** with location and time-slot options and a place to communicate personal needs.



End-to-end intelligent scheduling solution coordinates appointment availability with availability of testing sites, **testing kits**, and resources. Includes built-in **appointment reminders** and wait-time notifications



Phone app supports testing site processes, **patient tracking**, check-in, and **test administration**.

### Solution Stack



## Case Study

# MazikCare COVID-19 Testing Scheduling Solution

Maryland's **Chesapeake Regional Information System for our Patients (CRISP)** needed an immediate solution to help with scheduling COVID-19 testing at field locations in the state. So CRISP turned to Microsoft and Mazik Global for a tech-based solution in the best interests of both patients and facilitators.

Healthcare providers in the state of Maryland have been **overwhelmed with patients in need of testing** during the COVID-19 pandemic. As a result, designated Vehicle Emission Inspection Program (VEIP) facilities in Maryland were being repurposed as **drive-through testing options**.

Maryland's Chesapeake Regional Information System for our Patients (CRISP), a statewide nonprofit health information exchange, needed an immediate solution to help with scheduling appointments for COVID-19 testing. Leveraging the power of **Microsoft Dynamics 365** and **PowerApps**, Mazik Global quickly created an appointment scheduler for field testing sites on the **PowerApps Web Portal**.

### On the patient side:

- Once a provider orders a test for a patient, the patient receives a text message with a link to book a testing time
- The patient clicks on the text link and lands on a web page where they confirm their name, phone number, and zip code
- The patient then reviews a list of available nearby facilities and selects an available time slot
- Alternatively, the patient can make an appointment on a phone call with a live agent. The agent books the appointment and sends the patient details via email or text
- Next, the patient receives a text confirming their time and location, along with a unique QR code for check-in
- The patient receives a reminder with the time and location 24 hours before their appointment
- Upon arrival at the facility, the patient has their QR code scanned for touch-free check-in

### On the facilitator side:

- A facilitator with a mobile device uses the PowerApp to scan the patient's QR code or search for the patient's record
- Patient data is centralized across all participating field-testing facilities and connects to patient EMRs/EHRs
- Available appointment slots synch with available resource management to ensure open slots do not exceed number of test kits or personnel available
- Solution was designed, tested, configured, and production-ready in just 4 days

*"Due to the power of the MazikCare, the Dynamics 365 Platform, and unparalleled skill of our passionate team, this entire solution was designed, configured, tested, and production ready in just 4 days. I am proud of our team and our solutions."*

***John Bowdler – VP of Service,  
Mazik Global***

### About CRISP

**Chesapeake Regional Information System for our Patients (CRISP)**, is a nonprofit organization designated by the Maryland Health Care Commission as Maryland's statewide health information exchange (HIE) and serves both Maryland and the District of Columbia.

### About Mazik Global Inc.

**Mazik Global** is responding innovation-first to the impacts of COVID-19 on healthcare organizations and communities. We are a gold-certified Microsoft Dynamics 365 implementation partner and a top global independent software vendor (ISV) in healthcare working with Microsoft for almost 20 years. Our aim is to solve everyday global business problems through innovation.