Accelerate immunization progress with a self-service experience

After months and months of shutdowns and quarantines, we now have the opportunity to take steps toward a healthier tomorrow. Finally, the vaccines are ready, and we all need to be too.

Governments, healthcare organizations, pharmacies, and others need help getting the vaccines to recipients. Successful vaccine distribution, administration, and monitoring are essential, not only for health and safety, but also for each country’s future prosperity. We must get this right.

While vaccine management in a typical year is business as usual, with COVID-19 it is not. It requires seamless execution across many organizations, and that execution needs to be fast, scalable, and help prevent even a single drop of the vaccine going to waste.

Coordinating distribution, preparing providers, engaging patients and users, protecting the workforce, and proactively anticipating changes and bumps along the way will be no easy task. Many organizations already support vaccine management today. However, they have not previously had to support multi-dose vaccinations for every individual, while managing limited supplies and a rolling schedule of prioritized populations based on risk.

The ServiceNow solution

ServiceNow® Vaccine Administration Management accelerates the immunization process by delivering out-of-box content to manage vaccinations. Vaccine recipients can visit a self-service portal to gather information, use the knowledge base or Virtual Agent to address common questions, and self-schedule their appointment after responding to an eligibility questionnaire. Administrators can manage appointments for eligible recipients, set up and send pre-appointment reminders, and schedule appointments for groups of eligible recipients. Clinicians can verify recipient information and their questionnaire responses, and record completed vaccinations and no-shows.

The greatest workflow challenge of our lifetime

Challenges
- Coordinating vaccine scheduling for a large patient population, spacing appointments to assist with social distancing
- Providing scalable assistance for patients with questions
- Enabling eligible populations to receive both doses of the vaccine with second dose reminders

Solutions
- Customer Service Management Professional
- Vaccine Administration Management

Results
- Deliver a self-service experience to register and manage appointments
- Replace paper with QR-code based contactless workflows
- Automate second-dose logistics, notify, and remind users
- Schedule appointments based on inventory on hand; reduce wastage
- Enable clinicians to record immunizations on mobile devices

“Developed in partnership with ServiceNow, NHS Scotland’s vaccine management system represents a seismic shift in our response.”

Deryck Mitchelson
Director of Digital and CISO, NHS Scotland
Vaccine Administration Management

Solve vaccine management’s last-mile challenges of addressing recipient concerns and appointment management with an easy-to-deploy solution. This approach makes it possible to improve experiences for all those involved in administering vaccines—from the recipient to provider admins to the clinician.

**Vaccine recipient**
- Use a personalized portal to get answers from a knowledge base or Virtual Assistant
- Review and accept privacy consent
- Choose appointment day and time and reschedule
- Complete pre-vaccination eligibility questionnaire
- Receive notifications for initial and second doses

**Provider admin**
- Configure vaccine schedules based on inventory and location
- Update records for first and second doses
- Set up pre-appointment reminders
- Upload recipient and location data
- Group schedule for multiple eligible recipients

**Clinician**
- Verify recipient information
- Review pre-vaccination questionnaire
- Administer and record vaccination and consume inventory
- Mark no-shows

**Easily schedule, manage, and service vaccination appointments**

ServiceNow is the platform of platforms that can help orchestrate all the critical elements of vaccine management while sup-porting the need to leverage existing infrastructure—helping supplies, people, and critical information arrive at the right place, at the right moment.

To learn more, visit [www.servicenow.com/solutions/vaccine-management.html](http://www.servicenow.com/solutions/vaccine-management.html).

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