

Case Study

MazikCare COVID-19 Test Scheduler Solution

At Mazik Global, we're responding innovation-first to the impacts of COVID-19 on healthcare organizations, individual health, and communities.

As the international response to the virus grows, healthcare organizations are facing challenges they must respond to quickly. We're working together to help prepare and respond with **innovations that reduce the burden on the health system and give citizens peace of mind.**

Healthcare providers around the world have been **overwhelmed with patients in need of testing** during the COVID-19 pandemic. As a result, many governments are repurposing community centers, vehicle testing centers and other facilities as **drive-through testing options.**

A U.S. Health Information Exchange needed a solution practically overnight to help with scheduling appointments for COVID-19 testing. This HIE turned to Microsoft and Mazik Global for a tech-based solution. Leveraging the power of **MazikCare** and **PowerApps**, Mazik Global quickly created a scheduling solution for COVID-19 tests on the **PowerApps Web Portal** that supports the following:

- Once a provider orders a test for their patient, the patient receives a text message with a link to book a testing time
- The patient clicks on the link in their text and goes to 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 the time and location they chose, along with a unique QR code that simplifies the check-in process on arrival
- The patient receives a reminder with the time and location 24 hours before their appointment

Upon arrival at the testing facility, a facilitator:

- Leverages PowerApps to scan the patient's QR code or searches for the patient's record
- Confirms and checks the patient in with one click to begin the testing process

"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***

Interested in this solution?

If you would like to learn more or discuss deployment options, please reach out to our [COVID-19 Response Team](#). We have a dedicated team for projects related to the COVID-19 crisis that would love to help.

About Mazik Global Inc.

[Mazik Global](#) is a gold-certified Microsoft Dynamics 365 implementation partner and a top global independent software vendor (ISV) in healthcare. Mazik Global delivers solutions to everyone from community healthcare providers to the State of Maryland, helping solve everyday and global business problems through innovation.