Patient Scheduling Solution

APPOINTMENT SCHEDULING AND SELF-SCHEDULING

Columbus-area software company Strategic Government Solutions has partnered with Amazon, Lower Lights Christian Health Center (LLCHC) to deliver the COVID-19 Patient Scheduling Solution in Franklin and Union Counties in response to the pandemic.

With healthcare providers in Ohio increasingly overwhelmed with patients in need of testing, a need to expand testing to remote sites became necessary. After Ohio Governor Mike DeWine announced that coronavirus tests are now available to all citizens in the state, LLCHC turned to AWS and Strategic Government Solutions for a software solution.

"Our partnership with Strategic Government Solutions and AWS has achieved the delivery of a solution that will continue to scale to meet the COVID-19 testing needs of Central Ohio residents," said Tracy Cloud, LLCHC Chief Executive Officer. "The solution is elegant for users and based on a powerful cloud infrastructure. We can accommodate as many testing appointments as needed. We are ready to provide vaccination scheduling when it is available."

The solution, powered by AWS, allows anyone to schedule a test or another appointment by completing a single form from a phone, tablet, or desktop. Patients then get an email appointment reminder. They can alternatively make an appointment through a call center, which uses the same form to reduce integration and provide a consistent user experience for all patients.

For organizers and facilitators, the solution can sync with resources (e.g., number of test kits available) in real-time to ensure a supply and demand match for open testing slots; however, LLCHC preferred an easy to use list and avoid integration efforts. Facilitators can use the app on any mobile device to track appointments and perform fast check-ins.

"Due to the power of the Strategic Government Solutions, the AWS Platform, and the unparalleled skill of our passionate team, we were able to design, configure, test, and produce the first iteration of this solution in days," said Tom Hammons, Strategic Government Solutions VP of Innovative Solutions. "I'm very proud of our team's dedication to solutions that combat this global crisis."

The Patient Scheduling Solution is now one of three tech-based solutions Strategic Government Solutions has developed to help our communities. Visit (http://www.strsigs.com/) to see Strategic Government Solutions' full suite of solutions.

The LLCHC site (https://llchc.org/) has more information on the organization and its drive-up COVID-19 testing initiatives.

ABOUT STRATEGIC GOVERNMENT SOLUTIONS

Strategic Government Solutions is an independently owned Columbus area-based software and services company that has been recognized by trusted industry leaders for its outstanding developments that solve real business problems in government, healthcare, manufacturing, and more.

Strategic Government Solutions delivers each client a unique, comprehensive solution that solves their unique business challenges. Strategic Government Solutions leads with agile technology and extensive industry knowledge to enrich the human experience through innovation.