Managing 2nd Dose Appointments

TELE**HIPPO**

Update your Service and Settings

Step 1: Log in as an admin

1. Go to https://b.telehippo.com/r/login
   a. Vendor ID: Same as before. Forgot your ID? You can see it from your booking link: https://b.telehippo.com/o/[your vendor ID goes here]
   b. Email: Same as before.
   c. Password: Click on Forgot Password to reset if you do not recall.
   d. Contact info@bcpharmacy.ca if you are still having issues.

Step 2: Update Your Service

1. **Go to Settings→ Services**
2. **Select the service:** COVID-19 Vaccination
3. **Edit**
4. **Update the Service Name:** Second Dose of AstraZeneca Only

Click on Advanced (Optional) to expand menu

Online Booking
Turned Off

Note: Due to limited vaccines and needing to ensure you vaccinate patients between 8-12 weeks for second doses, we recommend that you do not take online appointments but instead contact patients in chronological order and utilize the "copy" appointment function and to make calls.

After calling all your patients to confirm appointments and you realize you have extra doses available, please contact vince.lee@bcpharmacy.ca regarding your extra doses available.

Short Description
Patients that received their first AstraZeneca vaccination have the choice to receive their second dose of AstraZeneca or one of two mRNA

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vaccines. ==AstraZeneca is available in pharmacy, while the mRNA vaccines need to booked through a mass clinic.==

Long Description
==Patients that received their first AstraZeneca vaccination have the choice to receive their second dose of AstraZeneca or one of two mRNA vaccines. AstraZeneca is available in pharmacy, while the mRNA vaccines need to booked through a mass clinic.==

Pre-screening before booking?

==Not required==

COVID pre-screen within 24 hrs?

==Required completion==

Require vaccine screening?

==Required completion==

Vaccine Screening

==COVID-19 Vaccination Screening Form – BC==

Eligibility (*for Premium Plan subscribers only)

==Age mode: birth year==

==Max age / birth year: 2003==

Click on Save.

Step 3: Update inventory (*for Premium Plan subscribers only)

1. **Settings→ Products** (Scroll down to the bottom) → **view**
   a. **Choose:** Astrazeneca/Covishield
   b. **Quantity:** add inventory
   c. **Description:** (optional)
2. **Click Submit**

Step 4: Ensure inventory linked to service (*for Premium Plan subscribers only)

This step should have been previously setup, but good to ensure it is linked for the feature to work to prevent overbooking.

1. **Settings→ Services** → Second Dose of AstraZeneca Only
2. Scroll to bottom to the Associated Product section and click on **edit**.
3. Click on drop down and choose the Product/Inventory for Astrazeneca/Covishield you just setup.
4. Inventory is reduced each time an appointment is made or restored if an appointment is cancelled or a no show.
5. **Refer to the full STEP-BY-STEP guide on more details about Products/inventory control.**

Step 5: Worktimes (optional)

1. You do not need to add worktimes unless you want to use it as a guide for yourself as you can make bookings in the scheduler when calling the patients for second doses.
2. Go to **Settings → Worktimes**
3. Setup worktimes for 8-12 weeks away from first appointments. Refer to the guide if you have forgotten these steps.

Arranging Second Dose Appointments – CALLING YOUR PATIENTS

We recommend calling your patients to arrange an appointment and not to open live bookings. You may consider using the "Online booking via URL only" mode if you wish to manage by email but there are more steps involved. See next section for those details.

Step 1:

1. Go to **Scheduler** and find the first appointment that was booked for AstraZeneca first doses (e.g. between March 31 to April 30).

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2. Still in **Scheduler** → Click on the **three dots**

| Print | ... | All Staff ∨ | day ∨ |

2. **Click on Copy**
3. **Choose the COVID-19 service** i.e. the service you just renamed Second Dose of AstraZeneca Only
4. **Enter the date of the first AZ administered in your pharmacy**
5. **Choose default staff to assign**
6. **Choose date of between 8-12 weeks away.**
   o If the original appointment was on a Wednesday, choose again a Wednesday.
7. **Click on Copy –> Yes after confirming details on screen.**
8. **If you are out of inventory, you should receive a prompt/warning message to prevent from overbooking. Be sure to check your inventory as well just in case so you are aware.**

You have just copied the appointments for that day over as a placeholder to support your calls. The patients have not been notified by the system, but they will receive a notification 1 day before the appointment by email and SMS (if you have SMS enabled), so it is important you call these patients as soon as possible.

3. In **Scheduler**, jump to the date of the copied appointments.
4. You will notice that the appointments are copied over identically for each person the exact same time slot.
5. **You can now start calling each patient on that list by choosing the first appointment for that day and you will see the patient's phone number if provided originally.**
6. **If the patient confirms the appointment**
   a. Change the appointment status from **Scheduled** to **Confirmed** and then click on the X on the top right to close the window (please note: once changed to Confirmed, it will not appear as "Confirmed" on your Scheduler until you refresh the page by clicking forward a day & then clicking back to that day).
   b. Now click on patient's appointment again and click **Remind** – this will send a notification so the patient has a record by email.

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c. The automated email plus SMS reminder (if you have SMS enabled) will still go out automatically a day before the appointment..

7. **If they prefer another date**
    a. Click on **Edit** and choose the new date and/or time
    b. Click on **Update appointment**
    c. Now open that appointment again and click on **Remind** – this will send a notification so the patient has a record by email.
    d. The automated email plus SMS reminder (if you have SMS enabled) will still go out automatically a day before the appointment.

8. If you cannot get through leave a message and move on to the next patient for the day to confirm. You can come back later to confirm or cancel this person as the Scheduler screen previews the appointment status.

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9. If they say they are not interested in the appointment for various reason
    a. **Click on Cancel** to cancel the appointment. There is no need to notify the patient on the cancellation in this case.

Once you complete calling this day of appointments, move onto copying and calling the next day.

Be sure to monitor your inventory levels as you copy over appointments to avoid accidental over booking (Settings –> Products (Scroll down to the bottom) –> view).

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Arranging Second Dose Appointments – EMAILING YOUR PATIENTS

This is a very important step. You must hide the service so people cannot book directly from the landing page.

Update Your Service

1. **Go to Settings→ Services**
2. **Select the service:** COVID-19 Vaccination
3. **Edit**
4. **Update the Service Name:** <mark>Second Dose of AstraZeneca Only</mark>

    Click on Advanced (Optional) to expand menu

    Online Booking
    <mark>Online booking via URL only</mark>

calendar.

Booking Method: Online booking via URL only   ⌄

How can the client book in the online booking calendar?

Service URL: https://b.telehippo.com/o/▮▮▮▮▮▮▮▮▮▮▮

The above is a very important step. You must hide the service so people cannot book directly from the landing page.

- You will also see the direct Service URL, which is what you will need to include in your email to patients so they can access the booking area.
- You must also complete Steps 1-5 in the earlier section of this document. Step 5 is adding worktimes so that patients have slots to book.

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Accessing patient email list

- Go to **Scheduler** and click on the **three dots** (you need to be viewing the appointments by "day" not week for the dots to appear).
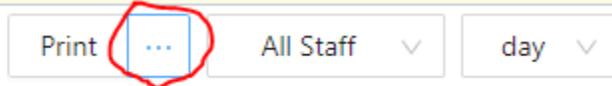
- **Click on Export**
- **Choose the COVID-19 service** i.e. the service you just renamed Second Dose of AstraZeneca Only
- **Enter the date range of appointments you want information on (maximum 7 days at a time)**
- **Click on Export to CSV.**

IMPORTANT: Do not email more people that you have appointment slots for. If you have 100 doses, only email 100 people. If you book up 80 spots after a couple days, then email another 20 people until you slots are filled.

Setting up your email

After you have your excel file you can now start to draft your email.

When drafting your email, you MUST include:

1. Your pharmacy name
2. Address
3. Contact phone number
4. Reason you are emailing them
   a. They received 1st dose AZ in your pharmacy
   b. **VERY IMPORTANT:** Patients that received AZ as the first dose have a choice to either receive AZ as a second dose at your pharmacy or they can receive an mRNA vaccine, but that needs to be booked through the government website and invitation that the government will be emailing to those registered on the government website: https://www.getvaccinated.gov.bc.ca/s/
   c. Your unique Service URL.
      i. **Go to Settings→ Services → Select the service:** COVID-19 Vaccination.

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ii. Copy the URL. Do not post this URL on your website.

calendar.

Booking Method: | Online booking via URL only ∨

How can the client book in the online booking calendar?

Service URL: https://b.telehippo.com/o/████████

iii. IMPORTANT: Include a note to patients asking that they DO NOT SHARE THIS BOOKING LINK.

You can choose to send the email in one of these methods:

1. Send a bulk email including everyone in the Bcc field only.
2. Setup **email merge.** An email merge is important as you can merge the patient specific appointment details into the email. You can do this through any of these services:
   a. Outlook users: https://support.microsoft.com/en-us/office/use-mail-merge-to-send-bulk-email-messages-0f123521-20ce-4aa8-8b62-ac211dedefa4
   b. Google users: https://developers.google.com/workspace/solutions/mail-merge
   c. PAID service: https://mailchimp.com/pricing/

IMPORTANT: Do not email more people that you have appointment slots for. If you have 100 doses, only email 100 people. If you book up 80 spots after a couple days, then email another 20 people until you slots are filled.

If you have gone through your full list and still have extra doses to use, you can then consider opening bookings. Please also inform us about this if this happens at vince.lee@bcpharmacy.ca.

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