

covidbestpractices.com/vaccines | #COVIDRx | CDC@cpesn.com

Scheduling Platforms



CPESN USA is providing a comparison chart of scheduling platforms. This chart was created using survey responses from NCPA | CPESN Fellows, CPESN Pharmacy Staff Members who have been involved with COVID-19 Test Scheduling, and Technology Partners.

The comparison can be viewed on the Best Practices website and will be updated as CPESN USA receives more results.



Note the Community Pharmacy Fellowship logo in the chart below. Anywhere the logo is listed, a Fellow, who is a practicing pharmacist, completed the information within a survey after implementing or researching the scheduling platform. We appreciate all of the Fellows who have made this document possible.

- Paula Boettler, Mitchell's Drug Stores on the Boulevard
- Audrey Butler, Alwan Pharmacy & Compounding Center
- Patrice Clifford, Phoenix Drugstore and Medical Supplies
- Matthew Mitchell, Northside Pharmacy
- Karami Reed, Shaver Pharmacy and Compounding Center
- Dean Stone, IHS Pharmacy & Gifts
- Dayna Wong-Otis, KTA Puainako Pharmacy








Also, a special thanks to Steve Moore, Owner of Condo Pharmacy and CPESN Upstate NY Luminary.


Disclaimer: The information listed is from user experience, the truest source of information is available on the platform's website.

Scheduling Platforms listed without a logo was completed by a scheduling platform's representatives

Last updated: 12.19.2020

Name & Sign-up Link	Description	Features	Compatibility/ Integrations	HIPAA Compliant?	Cost	Additional Notes/ Helpful Links:
<p>Acuity Scheduling</p> <p>Click here</p> 	<p>Say goodbye to phone tag. With your customized scheduling page, clients can easily view your real-time availability and self-schedule their own appointments. Manage multiple locations and employees, only show your clients the calendar you want them to see and harness all the flexibility to make scheduling work for you. (Control your availability)</p> <p>Auto-adjust for time zones, let clients easily cancel & reschedule themselves, and send automated reminders to keep clients prompt.</p> <p>Ask clients to fill out intake forms at the point of booking, so you'll have everything you need to know about them in one place.</p>	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ No integration with pharmacy management systems ■ Allows for ability to collect payment (PayPal, Square, or Stripe) for other services that aren't covid-19 vaccines 	<p>Desktop, Laptop, Mobile App for Apple iOS and Android; Supported browsers: chrome, Firefox, Microsoft edge, safari</p> <p>Integrations: Click here to view.</p>	<p>Yes</p> <p>More info by clicking here.</p>	<p>Powerhouse plan (For HIPAA compliance) - covers up to 36 staff/locations - \$50 per month (monthly plan) or save 10% and pay annually which comes out to \$45 per month.</p> <p>Other plans include: "Emerging Entrepreneur" for 1 calendar at 1 location: \$15/month or \$165/ year; "Growing Business" \$25/month or \$275/year with 6 different locations and includes a text message feature.</p>	<ul style="list-style-type: none"> ■ HIPAA Compliance: Enabling HIPAA-related features in Acuity alone isn't enough to make you HIPAA compliant. You must also ensure your business practices and systems work with Acuity to stay in compliance. To use Acuity in a way that complies with the HIPAA Security Rule, you must exercise responsibility when setting up your account. These responsibilities include carefully selecting the amount and type of electronic protected health information included in and excluded from text and email messages, as well as entering into a Business Associate Addendum (BAA) with Squarespace.
<p>Calendly</p> <p>Click here</p> 	<p>Calendly can connect with up to six of your calendars to automatically check availability and help you connect with your best contacts, prospects and clients. Allow your invitee to schedule individual slots. Automatically distribute meetings to your team based on availability, priority or equity. Enable your invitee to schedule a time with multiple team members at once. Host multiple invitees at the same event for webinars, trainings and more.</p>	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ No integration with pharmacy management systems ■ Allows for ability to collect payment (PayPal or Stripe) for other services that aren't covid-19 vaccines 	<p>Computer, tablet, cell phone</p> <p>Integrations: Some examples, include Zoom, GoToMeeting, PayPal, Facebook, Zapier, etc.</p>	<p>No</p>	<p>Approximate cost can be billed either monthly or annually; prices listed are monthly; Basic: \$0; Premium: \$8/per user; Pro: \$12/per user</p>	<ul style="list-style-type: none"> ■ HIPAA Compliance: "Calendly is a secure platform and we take all measures necessary to ensure your patients' information is safe. These measures include: Encrypting all data at rest and in transit using 256-bit encryption, Hosting Calendly on Amazon Web Services. We leverage all of the platform's built-in security, privacy and redundancy feature to keep your data safe. While we do take the above security measures and more, Calendly should not be used for collecting Protected Health Information (PHI). Calendly is never able to read patients' medical details, private information, etc. and is only able to read the free/busy status of events in your calendar in order to avoid double-bookings." ■ "As a final layer of precaution, we encourage users who prioritize HIPAA compliance to refrain from including any personal or medical questions in the question form invitees complete when scheduling. If your Calendly usage does not deal with PHI or you are not a specialty practice as defined by HIPAA legislation, you may not require a HIPAA compliant solution and should consult your legal team on your compliance needs."
<p>Dragonfly PHD</p> <p>Click here</p>	<p>DragonflyPHD is intended to support everything from appointment scheduling and automated reminders through to delivering results to patients and customers who have their own staff and need visibility on who has been tested or vaccinated and results/follow up with their own dashboard.</p>	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ Highly customizable for multiple services and associated documentation, in house and on-site testing events, etc. 	<p>Integrated with insurance billing software, some EMRs, lab analyzers and external labs. Capable and willing to do custom integrations to serve customers.</p>	<p>Yes</p> <p>Must sign BAA, simple DocuSign link.</p>	<p>300/month and \$.20 per test or vaccine record</p>	<ul style="list-style-type: none"> ■ Compliance support (electronic record of manufacturer, lot#, expiration date for each episode of care, incident report form, public health report generation clinical follow up (patient follow up alerts, counseling notes, supplemental testing or second dose reminders and documentation), referral notes. ■ Customized online intake forms for specific test and vaccination types. ■ Assurance of authenticity of medical records to easily share with employers, educators, caregivers, providers, travel, etc. with confidence via secure platform. ■ Automatically generates reports by state or county for public health reporting, including SNOMED and LOINC codes by procedure as required.

Name & Sign-up Link	Description	Features	Compatibility/ Integrations	HIPAA Compliant?	Cost	Additional Notes/ Helpful Links:
<p>Full Slate®</p> <p>Click here</p> 	<p>Full Slate helps you book more business by accepting appointments where your clients and prospects already are: online – including your website or free booking page, Facebook and email. With an online scheduler, you can turn visitors into customers even when you can't answer the phone. No more phone tag, and your clients will love the convenience of online booking.</p>	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ Allows for ability to collect payment for other services that aren't covid-19 vaccines ■ No integration with pharmacy management systems 	<p>Chrome</p> <p>Integrations: n/a</p>	<p>Yes</p> <p>Click here for more info</p>	<p>Cost: \$30/month</p>	
<p>Google Scheduling</p> 		<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ Does not allow for ability to collect payment ■ No integration with pharmacy management systems 	<p>Any computer, that you can access Google from.</p> <p>Integrations: n/a</p>	<p>Yes</p> <p>Considered HIPAA Compliant when a BAA is signed.</p>	<p>No cost (unless there is a cost associated with the G Suite Services)</p>	<ul style="list-style-type: none"> ■ Click here to view the G Suite & Cloud Identity HIPAA Implementation Guide.
<p>JotForm</p> <p>Click here</p> 	<p>Patients can book appointments by selecting date and time. The appointments are integrated into google calendar and created as events.</p>	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ Allows for ability to collect payment (click here for options and fees) ■ No integration with pharmacy management systems 	<p>IOS and google play</p>	<p>Yes</p>	<p>Cost: \$29 per month after the free period</p>	<ul style="list-style-type: none"> ■ Click here to view templates that you can utilize shared by other CPESN Pharmacies. ■ JotForm is offering a free HIPAA Compliant through March 31, 2021 for healthcare workers responding to the COVID-19 Pandemic. More info here.
<p>OmniSYS/STRAND</p> <p>Click here</p>		<ul style="list-style-type: none"> ■ Does not integrate with calendars ■ Currently does not allow patients to get appt. reminders, but it does allow patients to receive intake forms and the VIS via text messaging ■ Does not collect payment 	<p>Desktop and Mobile friendly</p> <p>Integration: Integrates with most pharmacy management systems.</p>	<p>Yes</p> <p>BAA required</p>	<p>No additional cost to regular STRAND/OmniSYS</p>	<ul style="list-style-type: none"> ■ Strand reports to state immunization registries and the CDC ■ Medical Billing integration ■ Query state immunization registries

Name & Sign-up Link	Description	Features	Compatibility/ Integrations	HIPAA Compliant?	Cost	Additional Notes/ Helpful Links:
Prescribe-Wellness Click here	Contact-free vaccination management through PrescribeWellness is a safe and convenient way to engage patients via an online, appointment-based solution. Electronic patient intake and scheduling capabilities present pharmacists with improved patient loyalty and better workflow.	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ You can add any custom notes, and schedule patient outreaches specific to events. ■ Pharmacies can be equipped with marketing materials, complete with a provided QR code, to promote accessibility throughout their patient population. ■ Does not allow for ability to collect payment 	iOS, Android, and web-based Integration: Integrates with most pharmacy management systems.	Yes	Cost: \$150 a month but may be provided by your PSAO.	
SimplePractice Click here 	SimplePractice is designed for health and wellness professionals that offers a solution for patient scheduling, billing, and charting. Other features include telehealth video appointments, secure messaging, customizable paperless intake forms, free appointment reminders.	<ul style="list-style-type: none"> ■ Patient Appointment Reminders ■ Ability to Set Pharmacy Available Hours for Appts ■ Integration capabilities with calendars on the pharmacy's computers to allow for easy notification of new appointments ■ Contains robust library of customizable intake forms, treatment plans, and assessments to document clinical encounters and keep track of patient progress. Also, create, submit, and track insurance claims and allow patients to make payments from their online client portal ■ Allows for ability to collect payment for other services that aren't covid-19 vaccines ■ No integration with pharmacy management systems 	iOS, Android, and web-based	Yes Must sign a BAA.	Cost: Solo Practice: \$59/month-professional plan; additional \$10 per month per clinician for unlimited telehealth sessions Cost: Group Practice: \$98 for 2 clinicians and rate goes up with additional clinicians	

BAA = Business Associate Agreement: any individual or entity that performs functions or activities on behalf of a covered entity that requires the business associate to access PHI is considered a business associate