How Partnership With Pointcore Helped A State Health Department In The Fight Against Covid-19

CHALLENGE

When the Covid-19 virus began to spread in the United States, each state was faced with solving for new challenges associated with the pandemic. In this case, a State Health Department needed a reliable and secure method of conducting mass testing as a key measure in reducing the spread of the virus. They knew technology could help them, but how could they quickly implement a process that could scale up as needed, and drive maximum effectiveness? Of course, no one had experience developing a specific process for a pandemic that would be secure, facilitator and patient-friendly, and repeatable on a mass scale.

SOLUTION

Developing a Secure Solution

Following a careful selection process, Pointcore was selected to create a system to manage and facilitate COVID-19 testing. The Pointcore solution leveraged the electronic health record (EHR) system, Epic, which is secure and has proven success in clinical settings. Pointcore set up a mobile, turnkey process to schedule, handle secure patient information and deliver individual test results. Testing sites were set up across the state in locations that could best serve communities. In addition to delivering the secure software and process, Pointcore continued to refine the technology-driven process during the rapidly-changing situation.

Providing access to rural communities

An additional challenge for the State Health Department was the ability to provide testing to rural communities that lacked the concentrated population hubs of larger cities. To increase access, mobile testing sites were created and rolled out to close the gap in patient care management and make testing and eventually, COVID-19 vaccinations, more accessible. These locations were dispersed to cover the entire state across large and small communities.

Leveraging patient-led experiences

Pointcore leveraged the expertise of Epic and Pointcore's IT Patient Engagement team to develop a patient-centric, mobile-friendly check-in process to better utilize the time spent waiting in line. Patients were able to answer key questions through the secure MyChart app and receive a unique QR code in advance of their appointment to streamline the testing process.

Applying the patient-centric model to vaccine distribution

As the pandemic continued and a COVID-19 vaccine became available, the effort moved to include vaccination distribution as well. The same secure, patient-centric model Pointcore developed was utilized to deliver COVID-19 vaccinations across the state.

By the numbers

594,323
TESTS

administered
In over 227
communities

114,878
VACCINES

administered
In over 1,630
locations

under 10,000 new users per month. Since
implementation, over 50,000 MyChart users
are added monthly.

Source: Epic

About Pointcore

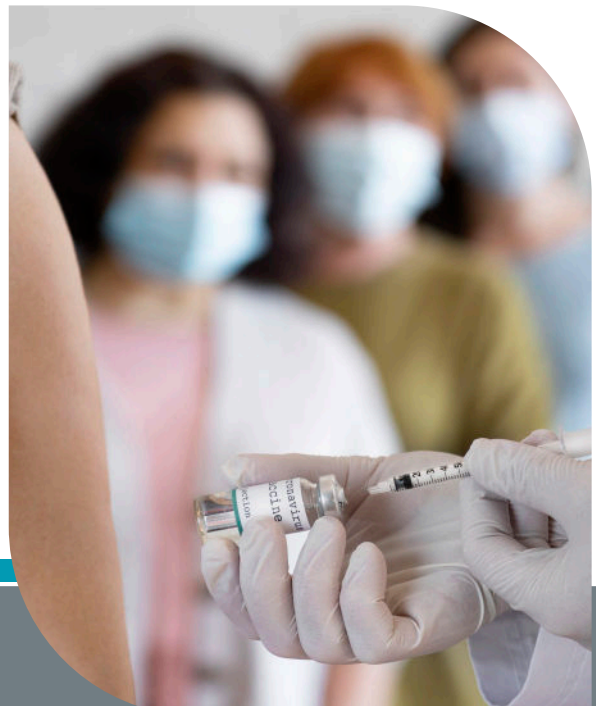Pointcore serves the healthcare industry through prove excellence
in key services including: technology services (application, IT, network and cybersecurity), healthcare
technology management (HTM or biomedical equipment services), supply chain, and construction. As
an extension of OSF HealthCare, one of the nation's leading healthcare organizations, Pointcore
leverages decades of experience serving hospitals and clinics of all sizes to extend resources, share
cost and utilize common infrastructure with external clients, all to the benefit of patients.

Talk to a Pointcore representative to learn more
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9600 NORTH FRANCISCAN DRIVE | PEORIA, IL 61615