

Covid-19 Vaccination Booking System

Capable of booking over 300,000 appointments per hour



Our experience in 2020

Case study towards the end of the document



Department
of Health &
Social Care



Covid-19 Testing

As the Covid-19 pandemic evolved, the UK government immediately responded with the National Testing Programme, driven by an enterprise appointment management engine. ACF Technologies were selected as the best-in-class solution provider, able to deliver at the scale and complexity required. The system was delivered in record time and ACF Technologies continue to work with the Department of Health and Social Care to improve the system.

National Vaccination Programme

As the UK's fight against Covid-19 continued, the NHS began planning delivery of the National Vaccination Booking System. When looking to the global market, ACF Technologies were privileged to be selected to deliver the underlying appointment management engine.

ACF Technologies are able to offer this solution and our services to all organisations across the world requiring an immediate National Vaccination Booking System.

Solution features

Appointment management software engine

Capable of booking over 300,000 appointments per hour

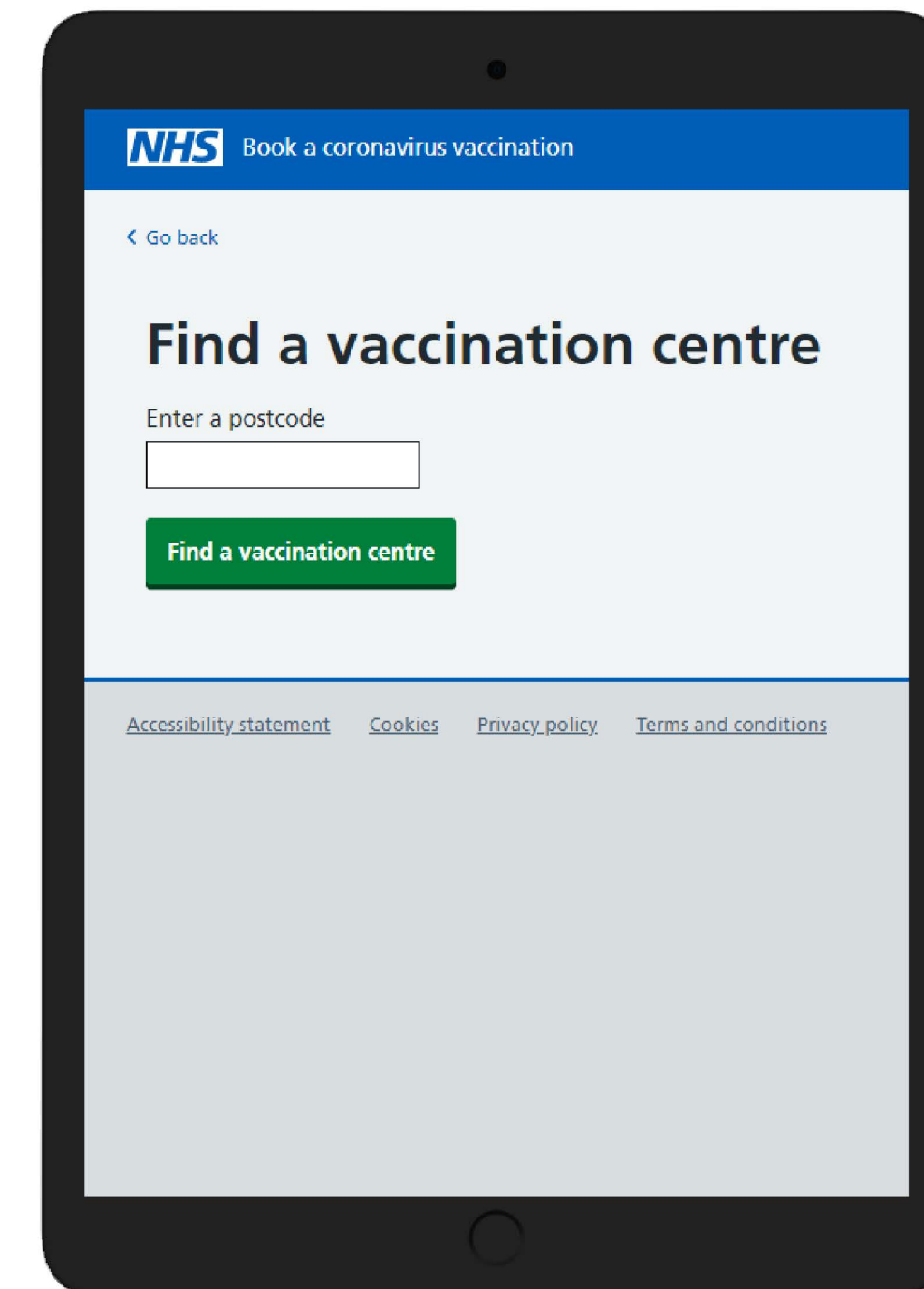
Intelligent capacity management

Automated notifications: Email, SMS, Whatsapp, push notifications

Calendar models supported: Location, team or individual

Fully extensible API for immediate data transfer or integrations

Business Intelligence reporting (e.g. PowerBI)



Online booking solution

Ready to use appointment booking solution

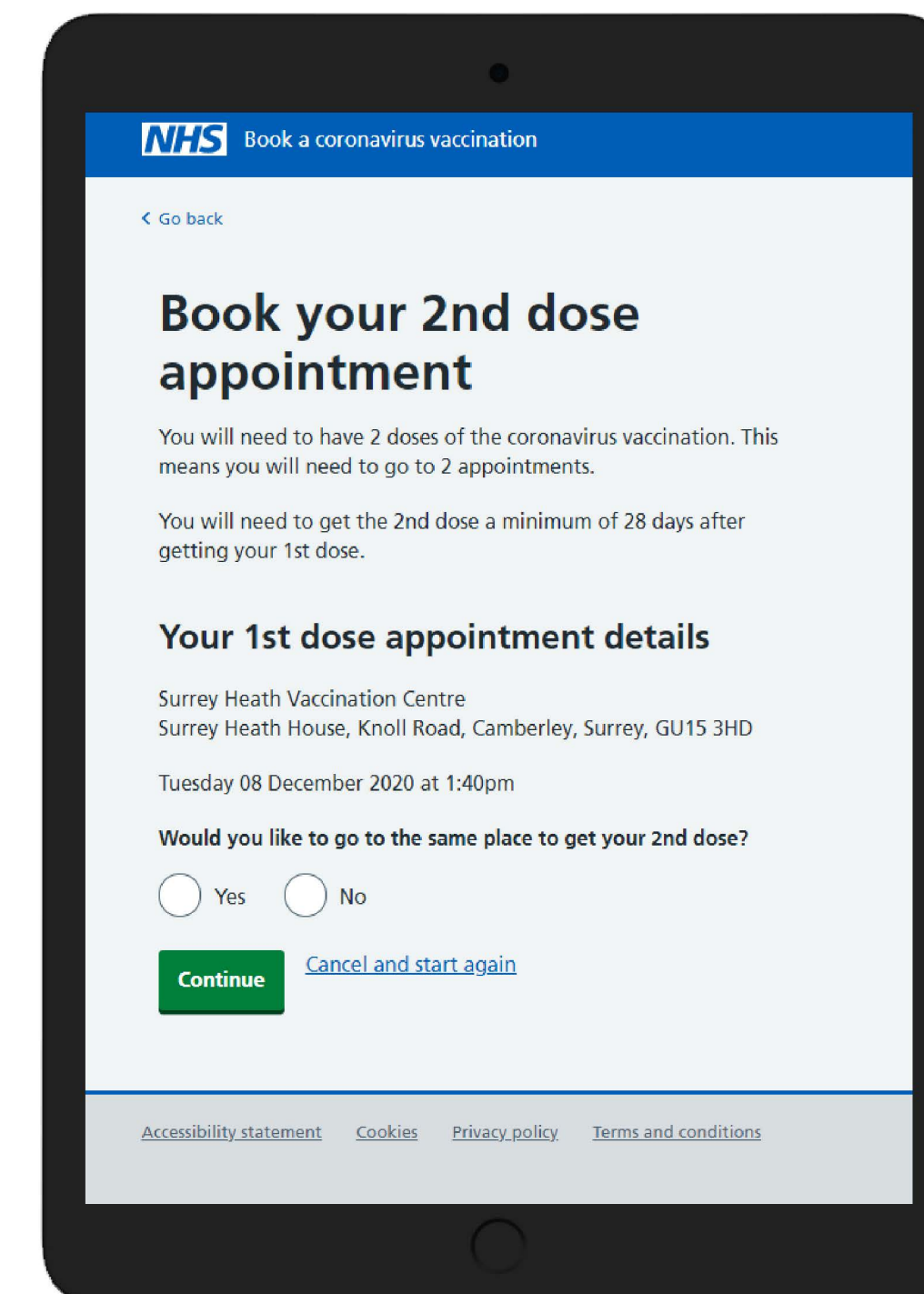
WCAG & Cyber Essentials compliant

Responsive web interface : Mobile, tablet, laptop, desktop

Fully GEO responsive

Appointments for both doses booked in single online journey

Patient accessibility needs captured



Staff check-in user interface

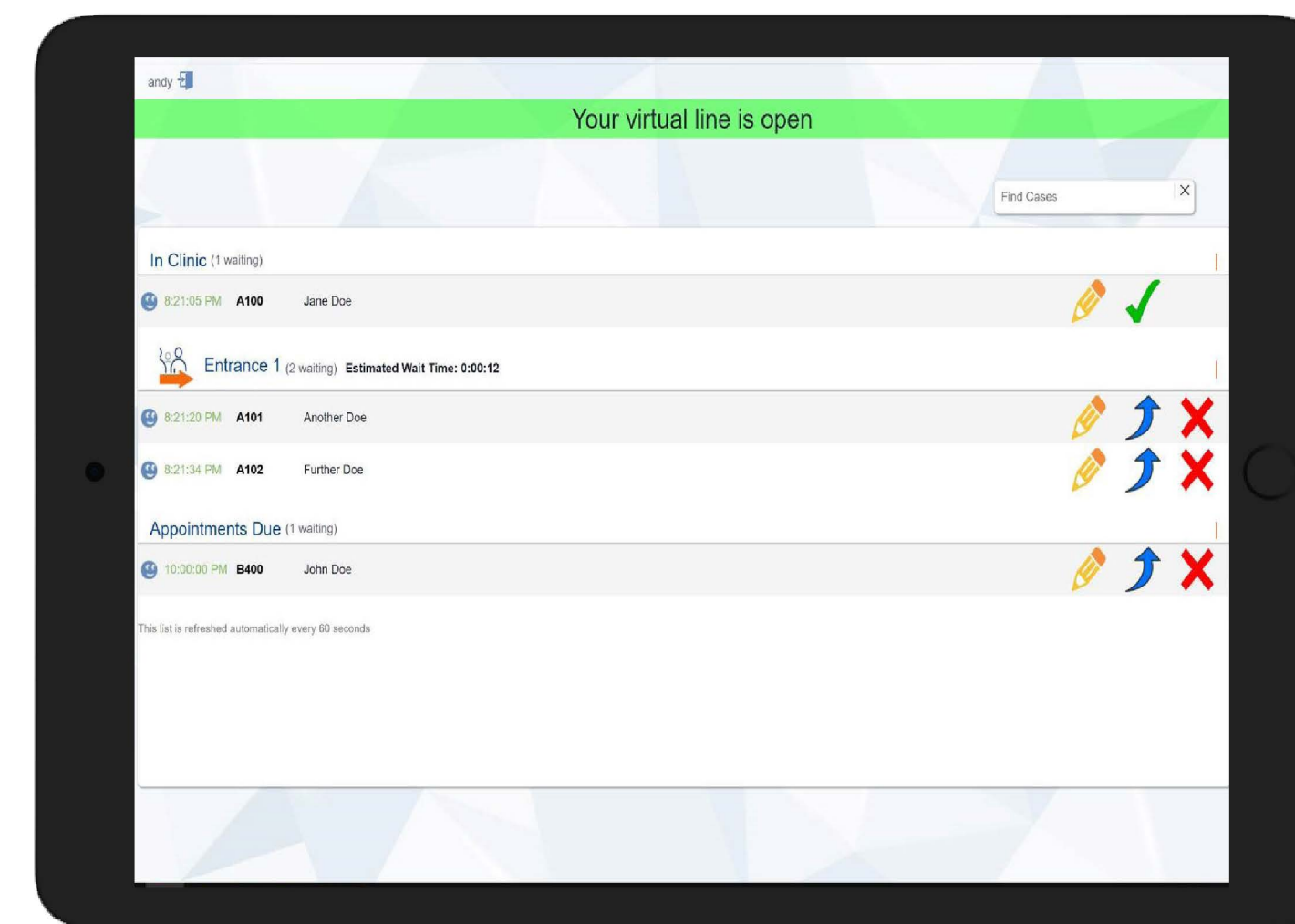
Responsive user interface: Mobile, tablet, laptop, desktop supported

Staff or patient check-in both supported

Offline mode for check-in (no internet connection for staff)

Multi-language user interface

Facial recognition check-in (optional add-on)



Hosting and security

Cloud hosted using Microsoft Azure enterprise architecture

All data encrypted in-transit and at-rest

GDPR compliant architecture (EU)

Fully ISO27001 compliant



Delivery and support

Complete system readiness in 2-4 weeks

Global deployment supported

All languages supported

Global 24x7 system support

Dedicated project delivery team



Our solution at work for the Department of Health and Social Care

Department of Health and Social Care

We also created the appointment booking engine for Covid-19 testing across the UK. This solution was delivered to the DHSC in a matter of days, to support the UK Government's target of delivering 100,000+ testing appointments per day. From the original 100+ locations, we are currently supporting a phased roll-out of more testing locations across the UK.



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I About ACF Technologies

ACF Technologies are global specialists in the delivery of the world's most advanced and enterprise appointment management solutions. In response to Covid-19, ACF Technologies were proudly selected to deliver the appointment management solution for the UK nationwide Testing and Vaccination programs. ACF Technologies are therefore able to offer this solution and our services to all organisations and nations requiring an immediate Vaccination Booking System that can operate at the most enterprise level.

I What you can do next

The scenarios we propose here are real, achievable, and of great importance to patients and frontline staff who must cope with the risks of Covid-19 while seeking and giving care. Therefore, we are available to immediately discuss options to improve your appointment scheduling systems and maximise patient flow. In the first instance, please email latamsales@actechnologies.com or call **0333 600 8090** to request an appointment and discuss your requirements or our capabilities.

I FAQs

What governmental or Covid-19 work have you been involved in?

ACF have supported the UK government and NHS to deliver the National Covid-19 Testing and Vaccination booking solutions. Also, from a central government perspective we help The Department for Work and Pensions to manage citizens on Universal Credit with a large scale appointment and staff scheduling engine.

Does this work with telemedicine solutions like AccuRx and eConsult?

Yes, as the UK turns to online consultation services to stay in touch with patients, it's good to know that Q-Flow will work with all of your existing systems, and third-party systems.

Why is this different from my current appointment scheduling system?

Not all appointment scheduling systems have sophisticated functionality or are suited to large-scale deployment. Q-Flow is a fully scalable and comprehensive platform which will support all of your future requirements, as well as adapting quickly to emergency scenarios such as Covid-19.

Are ACF qualified to safely manage our data?

Q-Flow is built on industry-leading technologies, with all of the required security layers to safeguard your sensitive data. We also continuously monitor the systems we create, to protect your data using best industry practices.

How fast could a solution be up and running?

A fully functional solution, tailored for all of your existing processes and security requirements, can be live within weeks to quickly begin maximising patient flow.

To discuss a trial or schedule a demo please contact us

Yes, we offer proof of concept trials as well as access to hands-on demonstration systems. We want you to have all the information you need, so that implementing Q-Flow will deliver the KPI's you expect.

Is this an alternative solution or an integrated solution?

Both. Q-Flow is designed to deliver many business improvements in a healthcare environment, and to replace old legacy or entry-level systems. It can also be integrated with existing systems to take advantage of the data you already own.

To discuss a trial or schedule a demo please contact us [here](#).



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