

COVID-19 Vaccine Patient Support Services

The MedWiseRx™ clinical contact centers are pleased to offer comprehensive COVID-19 patient support services to facilitate the delivery of the vaccine to eligible patients. Through a broad range of technical and clinical support solutions, MedWiseRx can help reduce your workload and ease the overall process for patients.

Who MedWiseRx can help:

- Community and chain pharmacies
- State associations
- PSAs
- Public health entities
- State Medicaid offices
- Colleges of pharmacy
- State and county boards



- 8 nationwide HIPAA compliant contact centers staffed by 800+ pharmacists, technicians, and pharmacy students, specializing in geriatrics
- 30+ languages supported in all time zones

COVID-19 support services:



Inbound clinical escalation, inbound volume support, and standard scheduling outreach

- Set up separate phone lines for contact-free help to:
 - Schedule vaccine appointments for patients
 - Facilitate warm transfers
 - Support vaccine scheduling overflow
 - Address hesitancy to instill vaccine confidence
 - Answer questions about:
 - Patient vaccines
 - Patient communications (i.e., postcards and emails) for other initiatives
 - General technical support
 - Vaccine appointments
 - Access to vaccines
- Make reminder calls prior to patient appointments
- Provide weekly reporting
- Schedule weekly status calls
- Utilize platform of choice to document appointments
- Offer customized support for an implementation fee
- Coordinate referrals
- Conduct training
- Perform administrative duties
 - Data entry
 - Tracking

Let's work together to make this pandemic history.

Ready to get started? Contact us today at sales@trhc.com for pricing.

CONTACT

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 1-866-648-2767



[medwisehc.com](https://www.medwisehc.com)