



## VAXCARE CASE STUDY

# How Chester County Streamlined Its COVID-19 Immunization Program with VaxCare

**Like every county in America, the Chester County Health Department had never run an immunization effort at the scale required for the COVID-19 vaccine.** With over half a million residents in its community, rolling out a new vaccine to halt the once-in-a-century pandemic required overcoming a range of technological, logistical, and workforce challenges.

## Technology that Reduces Paperwork, Staff Time

As a VaxCare partner since 2017, the Health Department understood the benefits of the platform—most notably refrigerators stocked with **no-cost vaccines**, and user-friendly technology tools that **dramatically reduce staff time** on recording, billing, inventory management, and other paperwork.

For flu season, the Health Department was also able to replace roster billing of flu vaccines for patients with Medicaid Part B with real-time billing. Here again, it has seen a reduction of workflow burdens on staff, as well as the added bonus of **more revenue to support its immunization program**.

## Simplified Data Entry, Integration with the State IIS

When COVID-19 vaccines became available, the Health Department quickly launched a clinic at the local university with the aim of administering **thousands of shots each day**—a number that far exceeded the volumes of its flu clinics.

The clinic started small due to federal vaccine shortages, but by April 2021, it had added multiple locations. **The goal was to fully vaccinate over 50,000 residents, equivalent to 45% of all vaccinations for the county.**

The adoption of **VaxCare's COVID-19 Assist**—which, among other features, **automates reporting to the state vaccine registry (PA-SIIS)**—was key in allowing to the Health Department to rapidly scale their immunization clinics. In addition to automating reporting to the registry, VaxCare's ease of use allowed nursing staff to **onboard new nurses and move administrative staff from station to station quickly and efficiently.**

“Before VaxCare, we had six to eight members of our staff doing data entry all day, every day, compiling information to send to the PA-SIIS... With VaxCare, we were able to cut data entry out entirely and reallocate all that personnel elsewhere, which helped us to move faster and reach more people.”

**Michael Baysinger**

Bureau of Personal Health Services Director,  
Chester County Health Department

## No More Clipboards, Forms

At its COVID-19 clinics, the Health Department used **VaxCare's Hub and the new Mobile Hub (released for flu season 2020)** in tandem. The Mobile Hub was used at check-in to **capture patient identification and insurance with a few clicks of the Mobile Hub's camera**. The vaccination stations were supported by the stationary Hub, confirming the correct recipient and **automatically sending their information to the state immunization registry**.

**“VaxCare is so easy to use and intuitive—and I’m not technical at all!”**

**Gretchen Spino**

RN, Nurse Supervisor,  
Chester County Health Department

## The Results

Chester Country's COVID-19 vaccine clinics have been an exhausting undertaking, but they also represent an exhilarating moment of hope and achievement. **As of late spring 2021, Chester County ranked as the most vaccinated county in the Commonwealth, thanks in no small part to the Health Department's contribution of fully vaccinating over 62,000 people**—a feat that seemed beyond reach just a few months ago.

**The team at VaxCare is thrilled to have played a part in this tremendous effort.**

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## Contact

**Interested in how VaxCare can simplify your vaccine program?**

**Get in touch to schedule a quick overview.**

**+1 (888) 829-8550 or [www.vaxcare.com](http://www.vaxcare.com)**