

October 4, 2021

Dear Provider Partners,

As we enter into a renewed phase of vaccination with patients across Maine looking for additional doses and – in some cases – even first and second doses of COVID-19 vaccine, we wanted to let you know that we have updated and streamlined our free scheduling platform, Skedulo (vaccinateme.maine.gov).

We've made the platform more user-friendly (including translation into eight of the most common languages in Maine besides English) to allow patients to schedule appointments by find clinics by location, dose and vaccine manufacturer.

What this means for you: We've enhanced the platform so that by utilizing the VaccinateMe.maine.gov site, users can easily find your vaccination clinic and set up an appointment. We've also streamlined the back-end scheduling and ImmPact reporting processes.

We have three levels of engagement that providers can choose from which we wanted to share with you for consideration. They are as follows, listed from the lowest level of engagement/benefit to the greatest.

1. Use for walk-in appointments only; no scheduling.

- a. Clinics are set up on your behalf to send users to your clinic location based on your hours of operation, which you will share with us for posting
- b. All patients considered "walk-ins" and managed manually by clinic
- c. No Skedulo training required due to lack of coordinated reporting; recommended for clinics that want to benefit from the State's advertising but do not want to use the reporting functions or streamlined backend processes

2. Use for scheduling appointments, setting up clinics, but not reporting to ImmPact.

- a. Set up clinics
- b. Add vaccines
- c. Manage appointment flow
- d. Export reports
- e. Partial Skedulo training required; recommended for clinics that want to benefit from the State's advertising and want help with managing appointments but have their own systems in place for reporting to ImmPact, etc.

3. Use for scheduling appointments and reporting to ImmPact:

- a. Set up clinics
- b. Add vaccines
- c. Manage appointment flow
- d. Export reports
- e. Add patient vaccination data
- f. API connection to ImmPact (optional - requires setup)
- g. Full Skedulo training required; recommended for clinics seeking to benefit from the State's advertising and want a simple, streamlined process for reporting to ImmPact

4. Use as a pass-through option for patients to find your clinic; takes patients to provider systems for scheduling

- a. Be listed and found on the VaccinateMe.Maine.gov website
- b. Send us the details of your clinic and the link to your online site
- c. No Skedulo training required

Next Steps: Please reach out to Colby Gray (grayc@tidesmart.com) and Lindsay Hammes (lindsay.hammes@maine.gov) and let us know if you'd be interested in working with us to have your clinics made visible on the VaccinateMe.Maine.gov website and at which level of engagement. Before you get started, we'll work with you/your team or team member to get trained up on how to use Skedulo and practice with it before pushing any of your clinics "live."

Sincerely,

The Vaccines Team at the Maine CDC