Does your solution integrate with my state health system/immunization system?
Qualtrics is an open API platform. This means we can integrate with any other system through direct connection or SFTP. This includes IIS systems, state health systems, CRMs and call centers.

What other integrations do you have?
Qualtrics Platform Integrations Overview
Extensions Basic Overview (Support Page)

What type of training and support do you offer end users?
We offer extensive online training and certification for end users through Basecamp.
For support, Qualtrics has 24/7 live authenticated support for all licensed users. To deliver higher-touch product assistance, small program updates and issue troubleshooting, a Technical Account Manager is assigned to all solutions once implementation is complete.

What is the average implementation timeline (from design to go live)?
A comprehensive solution will take approximately 8-10 weeks. A lighter solution (only select modules) can be implemented in 3-6 weeks.

Can your solution work in low/no internet areas?
Our solution works through cellular signals (phone networks) as well as wifi. This means that residents can exchange information via a call center or telephone as well as SMS/email. Vaccine administrators can use cellular signals to enter data and upload information about the vaccine lot, manufacturer, time and place.

How will the system adapt to outside - mass vaccination sites or PODs?
WiFi is not required for the system to work. Information can be passed through cellular signal using cell phones or tablets. In addition, Qualtrics core solution utilizes QR codes to quickly tie pre-populated personal data to event-based data (e.g. vaccine administration) enabling efficient operations at volume for things like testing and vaccination.

Will the data be uploaded directly to the CDC or IIS?
Yes. Data can be uploaded in real-time or near real-time to the appropriate agencies.

Can the platform support multiple vaccination campaigns at once? (flu, COVID)
Yes, Qualtrics is purpose built to support multiple distribution campaigns simultaneously. With our Vaccine Management solution you can run solutions across COVID and Flu as well as sentiment, research and provider enrollment all at the same time if wanted.

Is the solution available outside of the US? Qualtrics is an international company with headquarters in Utah and Washington states. We are GDPR-compliant and have users world-wide.

Can we select specific modules/functions that we need or is it an all-inclusive solution? The system can be custom-built to your specifications and needs. Each module can be purchased independently though together they make an end-to-end solution.

Can I upload the names of LTAC residents and employees to bypass the assessment? Names of high risk employees or patients can be uploaded directly into the system. This allows you to bypass the assessment tool and proceed directly to scheduling and/or administration.

Do I need to log in to the system to input vaccine administration information? There is no need to move from one system (EMR) to another with the Qualtrics solution. The QR code or unique identifier allows you to directly open the web-accessible administration form in a browser from any computer, phone or tablet.

Does your system talk to EHRs via HL7? Yes, we are actively enabling the ability to initiate actions in Qualtrics from events pushed from EHRs via HL7, as well as building out the ability to export data back to EHRs from Qualtrics via HL7. This capability continues to broaden the already immense methods available to exchange data between Qualtrics and other systems.

Can your solution be adjusted as new requirements come out from the CDC? Yes, our assessment and scheduling tool is extremely flexible and can be updated on the fly to match the phase logic passed along by the CDC or other controlling entities.

How does your solution help with Adverse Effects reporting? The solution can automate daily or weekly adverse reaction tracking following the initial vaccine administration. Results are pushed to VAERS and also allow for alerts to be triggered for safety checks based on reporting levels.