



Health Assure Vaccine Support Services

Towne Health's **Vaccine Support Services** enable an efficient and cost-effective vaccine program along with a caring, quality experience for each recipient. Our services include non-clinical vaccine administration, traffic management and logistics all provided by our fully trained team of passionate healthcare ambassadors.

Whether a hospital run vaccine program, large-scale clinic, or community based program our teams adapt to meet varying needs and locations and can grow with you as your vaccine program evolves. We can start up services quickly, working collaboratively with hospital staff, government officials, the National Guard and community leaders to ensure a safe and effective vaccination experience.

Backed by **Towne Flex**, our flexible operational and staffing model, we can adapt at a moment's notice to meet varying needs and demand while ensuring the best financial outcomes and healthcare service experience.

Vaccine Support Services are part of **Health Assure**, Towne Health's comprehensive suite of solutions designed to ensure the health and wellbeing for everyone we interact with.

Vaccine Support Services

- Vaccine scheduling & registration assistance
- Greeter & appointment verification
- Discharge lounge staffing & exit screening
- Traffic control & management
- Wayfinding & information dissemination
- Sanitization services

Health Screening & Temperature Monitoring Services

- Administer the verbal health screen for all vaccine recipients and staff
- Temperature monitoring
- Wayfinding

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This was the most well-organized function I've ever experienced. I was expecting chaos, and I found an operation running very smoothly. Attentive and courteous staff made my visit quick and easy. Thank you!

- Vaccine recipient
Mercy Health, Oklahoma City

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Solutions Tailored to Your Needs

- TowneFlex™ operational and staffing model allows you to ramp services up and down as vaccine programs grow and scale. Our cross-trained teams can flex into a variety of non clinical services
- Frees up clinicians and nurses to focus on direct vaccine delivery by delegating non-clinical vaccine administrative services, health screening and traffic control management to expert partners
- Team members act as greeters and wayfinders enhancing recipient experience, important for the complex vaccine distribution operations while optimizing costs
- Experts in complex logistics management and all Covid-19 health and safety protocols
- Standards and processes adapted to your unique needs

Health Assure

6-Step Service Commitment

- 1** Dedicated teams for your location, with every associate trained to provide best-in-class health screening and vaccine and logistics support services
- 2** In market staffing focused on hiring team members passionate about providing care
- 3** Standards and processes that align with health expert guidelines from the CDC, and are front-line tested and proven to meet your hospital's exacting standards
- 4** Contactless solutions including thermometers, duplex scanners, and health questionnaires
- 5** Scripting and signage that creates a seamless and welcoming experience and an environment of trust and care, aligned with your goals
- 6** As required, ability to record screening data in a secure fashion along with detailed reporting analytics

Proven Experience

- Experience operating the most complex healthcare institutions including Cleveland Clinic, Mayo Clinic, Salem Health and Michigan Medicine
- 5000+ associates
- Approximately 1.7 million health screenings performed to date across 65 leading healthcare providers delivered by nearly 800 experienced associates
- Proprietary & proven health screening, temperature monitoring and vaccine administration standards and processes
- Local, regional and national support resources and staffing

When You Need



- Proven screening, logistics and traffic management expertise, operating standards and fully trained teams
- The most cost-effective, flexible vaccine administration and health screening program
- Ability to immediately start up services



Health Assure is the *Solution* for You

About Safe 360™



Safe 360, is our leading comprehensive health, sanitization and safety assurance solution providing hospitals, staff and visitors the confidence that Towne Health services are consistently delivered safely and with care, following best practices developed with leading health experts to ensure the wellbeing and trust of all those that enter your doors.

About Towne Park™

Towne Park is a leading hospitality solutions provider serving premier hotels and healthcare institutions nationwide. From boutique hotels and sprawling luxury resorts to downtown healthcare campuses and local medical centers – we make efficiency, safety and personalized interactions the norm. Trusted by more than 300 healthcare institutions, Towne Health, our division dedicated to the unique needs of the healthcare industry, provides comprehensive solutions to make the patient and visitor experience seamless, safe and comfortable, all delivered by our team of caring and compassionate local service professionals.

To learn more about Health Assure and other Towne Health solutions or to contact us for more information visit www.townepark.com.