



CHRISTUS Health Launched Virtual Assistant Supporting Vaccinations Across Four States

– CASE STUDY –

500,000+

patient screenings in 10 days

20,000

appointments scheduled
(based upon availability)

\$250,000

avoided in temporary call center
staffing costs

Challenge

As a trusted partner in the communities it serves, CHRISTUS Health experienced a significant surge in demand from patients seeking COVID-19 information, wanting to determine eligibility, and set vaccine appointments. CHRISTUS anticipated their call centers and support staff would be overwhelmed trying to answer everyone's questions.

Serving nearly 6 million people in Texas, Louisiana, New Mexico, and Arkansas, CHRISTUS needed a patient education and vaccine scheduling solution that could be rapidly deployed and configured to each state's specific distribution requirements.

This Included:

- Rapid deployment of automated vaccine screening and scheduling at scale
- Able to handle 5,000 simultaneous users
- Secure to avoid malicious sharing of the booking URL
- Configured to dynamically present each state's specific distribution requirements based upon a user's location

Vaccinating CHRISTUS communities required a configurable solution that quickly minimized provider and staff interactions. Automating scheduling and answering questions allowed CHRISTUS to prioritize provider availability to vaccinating patients.

Products

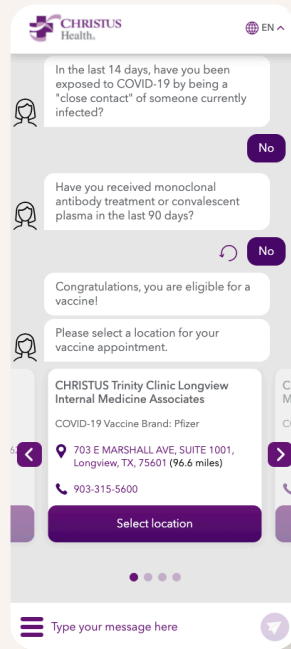
[GYANT Vaccine Solution](#)

[GYANT Back to Work](#)

[GYANT COVID-19 SERA](#)

About CHRISTUS Health

[At CHRISTUS Health](#), we deliver a complete healing experience that respects the individual. We serve our communities with dignity and with a good deal of admiration. CHRISTUS Health is a Catholic, not-for-profit system made up of more than 600 centers, including hospitals, urgent care centers, health insurance companies, ambulatory centers and physician clinics. We are a community of 45,000 Associates. CHRISTUS Health introduced our virtual assistant, Christy to assist patients with questions, screening, and scheduling appointments.



GYANT Vaccine



“Your efforts over the last several weeks and in particular the push in the last few days despite the holiday have enabled us to take necessary steps to try to control the spread of COVID and save lives. The sooner we vaccinate, the more lives we have the potential to save.”

Andria Cardinalli-Stein Ambulatory Chief Quality Officer, Northeast Texas Region

“Our COVID-19 Bot now makes it easy to determine if you qualify for the vaccine and, if you do, schedule an appointment to receive it. Thank you to the CHRISTUS Health IS teams, our Marketing team, and our partner GYANT for all the hard work. The requirements were complex and extremely fluid, but we responded quickly and efficiently. Great teamwork!”

Stuart James Vice President, Deputy Chief Information Officer

Solution

GYANT Vaccine was deployed on the CHRISTUS website in three weeks, allowing patients to self-screen from any desktop, smartphone, tablet, or web-browsing device. The endpoints are configured to reinforce CHRISTUS’ state-specific vaccination plans and resources. CHRISTUS chose GYANT as their partner for fast deployment, flexibility to add product capabilities as needed, and the ability to handle thousands of requests each second.

GYANT Vaccine helps CHRISTUS meet patient demand for answers and appointment scheduling to receive the vaccine. The product includes three major components:

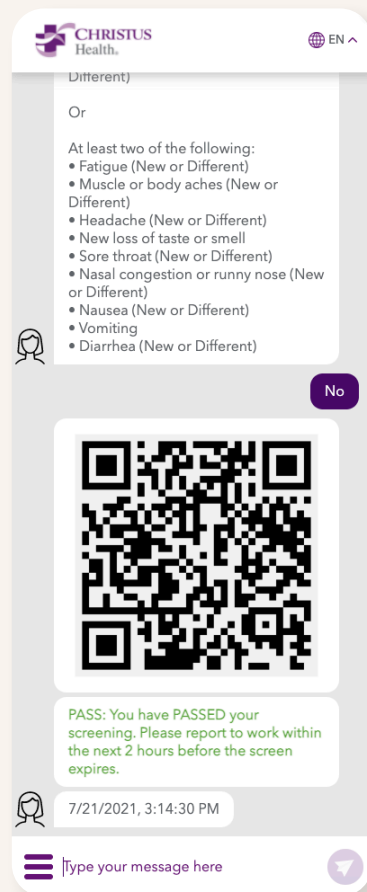
1. The conversational AI assistant on the CHRISTUS website guides patients to the information and resources they need.
2. Navigation to self-scheduling tool for eligible patients.
3. Outbound SMS patient alerts for updates to eligibility status and appointment scheduling (Created as part of the tool but ultimately, not utilized by CHRISTUS).

GYANT Vaccine is the third in a succession of implementations at CHRISTUS, including **GYANT Back to Work**, which virtually screens employees for COVID-19 infection risk before starting a work shift. **GYANT SERA** (Screener and Emergency Response Assistant) provides patients with curated CDC/WHO educational content, as well as a virtual triage option to assess their risk of infection. These three products combined comprehensively relieve the burden

of administrative staff, simplify the research and appointment scheduling for patients, vaccinate and keep communities safe, and potentially save lives.

CHRISTUS partnered with GYANT to expand the screening AI-assistant on its website to screen for vaccine eligibility. Knowing there would be a high demand for these appointments, GYANT configured the system to make sure their vaccine assistant could successfully handle over 5,000 hits per second. By implementing these load-bearing protocols, CHRISTUS avoided website crashes. The addition of a hidden, single-use URL prevented link sharing. GYANT also added enhanced safety measures to mitigate the likelihood of the system being breached.

Due to the overwhelming success of the initial go-live, CHRISTUS requested GYANT to be their front-end solution, as the health care system partnered with the state of Texas and local counties to manage vaccination sites in their region. Replicating the initial work, GYANT helped CHRISTUS launch a second site to accommodate patient demand.



GYANT Back to Work

Results

- Over **500,000** patient screenings in 10 days
- **20,000** vaccine appointments scheduled (based upon availability)
- Avoided **\$250,000** in temporary call center staffing costs
- Handling **10,000** patient calls per hour would have been impossible for CHRISTUS’ call center staff to handle without their virtual assistant, Christy.