

COVID Vaccine Registration Portal & Epic Test Automation

SureTest, powered by Eggplant, launches programs for performance testing to ensure seamless scheduling for large southwest-based client's COVID vaccine registration portal and EHR test automation.

HOW TEST AUTOMATION ENSURED PEAK PERFORMANCE OF VACCINE REGISTRATION PORTALS

In the early stages of the pandemic, the speed at which COVID vaccines were developed outpaced the ability of healthcare providers to administer them. With high demand for distributed doses, having robust systems for patients and staff to register and schedule appointments was vital to combat this highly infectious virus.

As the number of people attempting to schedule vaccinations through your healthcare portals increases, so does the stress on your IT infrastructure.

Client requested performance and stress testing for their COVID vaccination portal, which needed to be operational in four days. **SureTest and Eggplant partnered with client and successfully designed, scripted, and executed all performance tests in less than 96 hours.**

- ⚡ The peak load requirement for the stress test was 5,000 concurrent users. Ensured interconnected registration processes, patient portals, and scheduling systems performed under peak load
- ⚡ The portal was integrated with a Gyant chatbot to determine if visitors were currently eligible to receive a vaccine. If so, the system:
 - ⚡ Provided information about the nearest vaccine administration site location
 - ⚡ Allowed them to schedule an appointment online with Epic MyChart
 - ⚡ Maintained website performance to deliver up-to-date advice and health guidance on vaccination and COVID-related matters
 - ⚡ Prepared notification and registration systems for the next round of vaccinations

Client

Large not-for-profit, faith-based, health system

Location

South Central United States

SureTest Client Since

2020



ABOUT Client

This client is a large, faith-based, not-for-profit health system that emphasizes compassionate, individualized care. With a network of over 600 facilities—including hospitals, urgent care centers, insurance providers, and physician clinics—they serve a broad and diverse population. Their workforce includes approximately 45,000 team members and more than 15,000 physicians. Guided by a mission rooted in spiritual values, the organization is committed to extending healing and dignity to every individual they serve.

TEST AUTOMATION PROGRAM

SureTest partnered with client to implement test automation as a managed service for their EHR (Epic). Other ongoing activities include:

- ⚡ SureTest's SureManage Solution, including the Eggplant software platform, was implemented remotely and included automating high-value and regularly executed test case scenarios
- ⚡ Client was able to **leverage automation immediately concurrently with their next scheduled quarterly Epic update**
- ⚡ The implementation project is now complete, and client is receiving **continual smoke and regression testing** of their critical clinical and revenue cycle workflows
- ⚡ **SureTest provides daily maintenance of the 318 automated workflows to keep them current with system changes as they occur in a full managed service solution**

KEY TAKEAWAYS

“SureTest has been a great partner in helping to drive our innovation initiatives forward. At a critical time during the heat of COVID, they worked with us to leverage technology and solutions to give us confidence that our COVID web portal would accommodate the synchronized scheduling of vaccine appointments and the integration to MyChart. SureTest is our managed services provider who has successfully developed the automation of 318 workflows across our EHR and manages the maintenance of our customized script-library, saving us thousands of hours related to manual testing so the team members can focus on our innovation efforts for more strategic initiatives.”

VP, Chief Operations Officer & Deputy CIO

