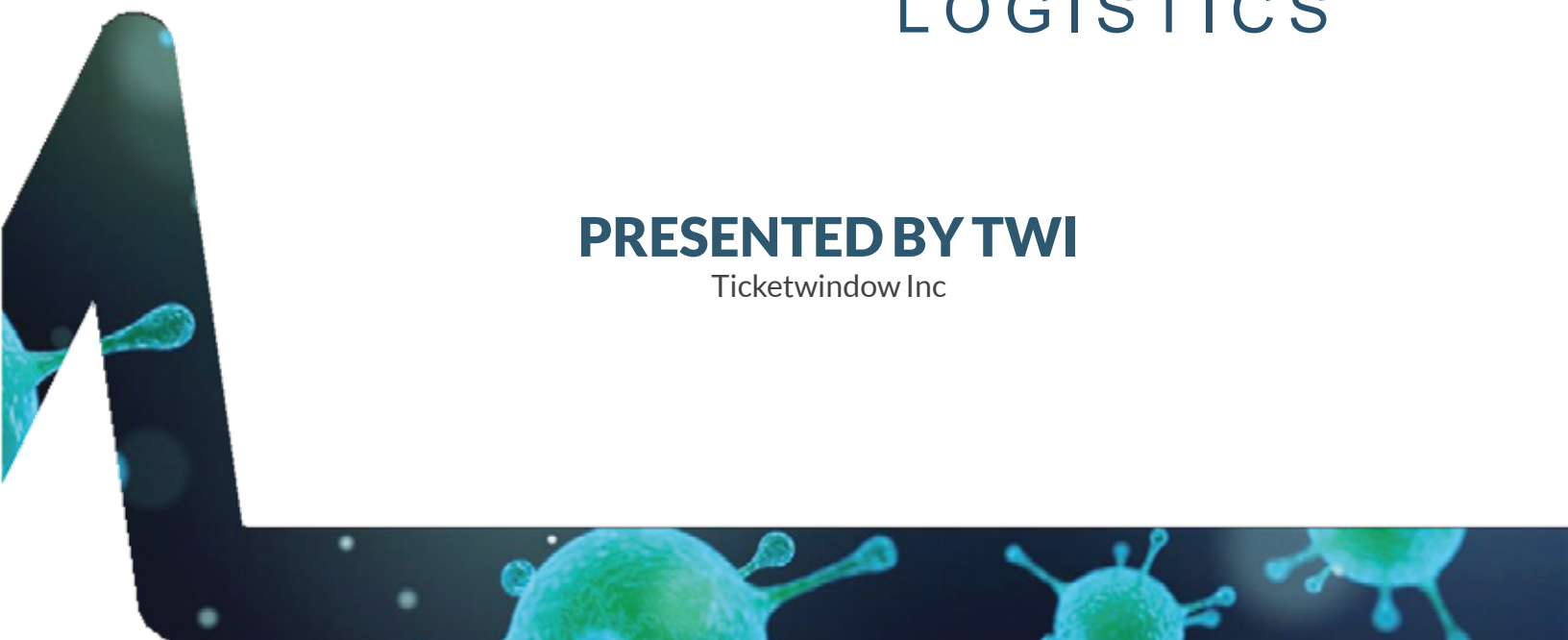


Mediline

LOGISTICS

PRESENTED BY TWI

Ticketwindow Inc



RESPONSE TO COVID-19

Crowd Control and Registration for Mass Vaccination Screening and Evaluations



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EXECUTIVE SUMMARY

Mediline Logistics streamlines the process of scheduling mass medical testing and vaccinations. During a mass vaccination event Mediline Logistics provides a proven SAAS solution that increases scheduling efficiency.

Our technology was developed for the high demand, high traffic event ticket market. We have distributed millions of concert tickets for thousands of venues. We know what it takes to get thousands of people organized and scheduled, and in the right venue.

There is a lot more to it than just software. **Mediline Logistics** is the highest security and yet our technology is also flexible enough to meet your needs. Our tools effectively manage the registration of each citizen through easy to use feature-rich technology. It is just as important to provide excellent customer service support and a close relationship with our clients.

Mediline Logistics registration suite in response to COVID-19 which is uniquely positioned to handle the load with a model that will regional Health Department to properly organize the online registration portal to their own branding. **Mediline Logistics** still provides one single umbrella system and database for all facilities and assessment centre administering screenings, evaluations and vaccinations.

Simple content management tools allow for a unique easy to use online experience. Permission-based administration can be controlled and provide a defined backend user's access to the operations of the different constituents.

As a fully responsive user interface citizens can easily browse an assessment of locations and select the one closest to them and register for the best/next available date and time. All through a PC or smartphone and tablet.

We will support all regions with a superior customer service team comprised of a dedicated representative to manage your account as well as a bi-coastal Client Services Management Team.

PROPOSAL SUMMARY

TWI provides cloud-based software that schedules mass vaccination and testing events. When a mass vaccination event occurs, TWI provides the following:

1. A comprehensive solution – personalized mass scheduling
2. Highly secure, online registration
3. Easily used in English and French
4. SAAS cloud service

TWI will provide modular training for onsite acceptance and registration.

For 16 years TWI have organized the logistics to gathering details, organize specific bookings and provide inter-active communication channels for millions of people. Our business is strategic online reservation software.

- Flexibility of real time data so you can respond new scenarios as they happen
- Direct communication channels to providers and users, as required
- A single point, easy to use, reservation system

Reduces the lineups, and phone banks, to accommodate public demand once testing kits become available and/or vaccine is in place.

We are ready to deliver a comprehensive booking / registration / tracking system.



Focus



Experience



Partnership



Innovation

Who / How?

Government

Collect and report data efficiently, making sure every person has been accounted for; to deliver results internally; to keep demand in place and report publicly on progress.

Clinics / Assessment Centre

Efficiently manage registrants and its procedures using proper logistics Elimination of line ups, keeping social distancing requirements intact Tracking capabilities to stay ahead of supply chains and required support.

Public

Peace of mind knowing they are being looked after with proper communication
Confidence in government's actions and organization – better compliance.

Key Functions A to Z

- a) Registrant chooses assessment centre closest to them
- b) Easy online scheduling showing available times
- c) Online scheduling also shows maximum capacity allowed within each time slot
- d) Capture registrant data that is accessible by the assessment centre location
- e) Registrant communication:
 - Confirmation emails of appointment reminders
 - 3 days before and the day of the scheduled appointment
- f) Fewer people spending less time spent in the waiting room
 - Increasing service efficiency and eliminating large gatherings
- g) Scanning registrant to authorize and confirm using government ID

Registrant Data

Collecting important Registrant data, securely and accurately, and communicating data to the correct assessment centre and department. Privacy is key, as each clinic will only have access to those who have registered within their location and time slot.



Easy Registration



CRM Administration



Secure Data



Communication Tools



Realtime Reporting



24/7 Support

Scenario A:

Without TWI

Government announces new Testing kits / vaccine available public in a panic tries to contact and visit local facilities, assessment centres, medical clinics, and hospitals but unable to accommodate demand – overwhelms system and personnel. This may increase rapid public gatherings No tracking available to accommodate supplies and support workers as needed.

Result

Creates disorder, confusion, instability, fear, anger media criticism and public mistrust.

Scenario B:

With the TWI

Government announces Testing kits / vaccine available Public registers online easily without panic and is always kept informed.

- a) Ensures a place for everyone
- b) Keeps public gatherings to a minimum
- c) Knowing who is scheduled prepares clinics and assessment centres for its demand for supplies and needed support workers to schedule

Result

Increase public confidence and compliance.

- a) Provides real time answers to questions. Builds confidence

The TWI solution can be rolled out in sections and expanded as required. The number of clinics and assessment centres for service is unlimited. No requirement for minimum registrants. This will ensure ALL data tracking requirements can be handled online. Every action can be counted.

Registrations are unlimited. Limitations would only apply as a requirement of time needed to see and interact with the individual at the sites. (For example: Spacing of appointment times may vary – every five minutes for one location – every 15 at another.) Based on the service level input by clinics and assessment centres.

PROPOSED SOLUTION



Powered by TWI (Ticketwindow Inc)

TWI (Ticketwindow Inc) has established itself as a provider of cutting-edge technology, with superb customer service, and leading innovation within the ticketing industry.

Benefits to Health Department

- Seamless integration of TWI solution connecting to your existing website
- Booking multiple testing /clinics / assessment centre locations
- Better control - manages scheduled appointments
- Make notes on patron profile (Registration)
- Access answers to each patron questionnaire at time of registration
- Limit patrons from visiting more than one clinic or assessment centre
- Real-time, detailed overview and reporting of client data
- Security based permissions and user profiles for each location
- No server hardware to purchase or maintain (SaaS solution)
- Fully responsive design for mobile and tablet sales
- Send appointment reminders by email
- BROADCAST MESSAGING for IMPORTANT NEWS or IMMEDIATE INSTRUCTIONS
- Scanning in using the bar code confirmation - Know who has arrived, and who hasn't

The Benefit to Your Patrons / Citizens

- Ability to register an individual or a (group) family online at home
- Peace of mind knowing they have a specific appointment booked
- Limited time waiting
- SOCIAL DISTANCING with decreased attendance
- Real-time display of available clinics or assessment centre and available times
- Safe and secure registrations

Onsite Operations

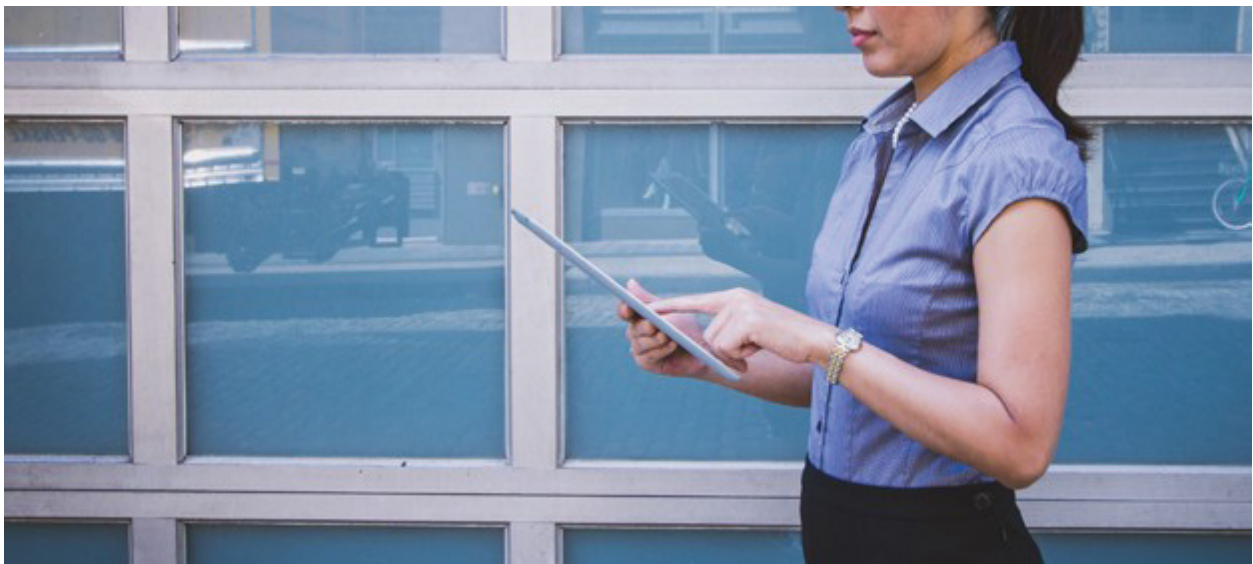
The TWI Mediline ticketing solution provides an integrated module that allows for your staff to pull up data and even register clients by phone or in person quickly and easily.



In house staff at any clinic have access to another assessment centre to book for a patron and forward the data to another clinic or assessment centre. Confirmation is sent automatically to the patron on completion of registration.

In house Registration Module provides simple tools:

- Make notes and register by criteria “screening or vaccination”
- Visually navigating through other clinics and assessment centres for availability



Scanning Checking in and authenticating each patron gives the control to properly authorize each person on arrival for the correct time slot and location.



Once the ticket is scanned, the bar code is validated with the database in real time to determine if the ticket is valid for the current performance. The scanner responds with a preset menu of responses which include VALID or INVALID. TWI also supports IN and OUT scanning in which a ticket that has been scanned out will show a response of RE-ENTRY upon a valid return.



TWI Access Control (SWAC) drives all aspects of ticket scanning, patron tracking and the scanner is Wi-Fi enabled and requires access to a wireless network.

Once the ticket is scanned, the bar code is validated with the database in real time, and the scanner responds with a preset menu of responses. The customer record is updated in real time showing the barcode scanned, as well as date and time scanned.

Online

The goal of TWI is to drive traffic to your site and to your clinics and assessment centre locations. Patrons simply find a location, select a time without the perceived sense of ever leaving your website. This allows your organization to better control your patron satisfaction by keeping the customer experience 100% in your hands. This approach guarantees a positive patron experience from beginning to end.



Mediline by TWI online experience offers:

- White label – private label branding for each province
- Real-time data
- AODA compliance
- English and French translations
- Group registrations
- Detailed questionnaire during registration
- No servers required