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Chicago Software Company Launches COVID-19 Drive-Up Scheduling App for Maryland

Mazik Global supports Maryland's CRISP and Maryland Department of Health with test-scheduling app that simplifies and expands drive-up COVID-19 testing at field sites, helping ease the burden on the local healthcare system

BALTIMORE – Chicago-area software company [Mazik Global](#) has partnered with Microsoft, [CRISP](#) (Chesapeake Regional Information System for our Patients) and the [Maryland Department of Health](#) (MDH) to launch the MazikCare [COVID-19 Patient Scheduling App](#) in Maryland and in Washington, D.C. on April 20 in response to the pandemic.

With healthcare providers in Maryland increasingly overwhelmed with patients in need of testing, a need to expand testing to remote sites became necessary. After Maryland Governor Larry Hogan's decision to convert Vehicle Emissions Inspection Program (VEIP) sites for **drive-up COVID-19 testing**, the teams still needed a way to **order tests, coordinate with providers, and schedule appointments**. So CRISP and the State of Maryland turned to Microsoft and Mazik Global for a software solution.

"Mazik and Microsoft partnered with CRISP to develop a solution under the state's aggressive timeline that will continue to scale to meet the COVID-19 testing needs of Maryland residents," said Michael Berger, CRISP Chief Information Officer. "The solution is elegant for users and based on a powerful cloud infrastructure. We could accommodate up to 100,000 appointments a week now if necessary."

The app, powered by Microsoft Dynamics 365, **allows provider-referred patients to schedule a test slot in about three clicks**. Patients then get appointment reminders and wait-time updates via text and receive a unique QR code for touch-free check-in. They can alternatively make an appointment through a call center, whose system seamlessly connects with the rest of the platform through CRM.

For organizers and facilitators, the app syncs with resources (e.g., number of test kits available) in real time to ensure a supply and demand match for open testing slots. Facilitators can use the app on any mobile device to track appointments, perform fast check-ins, and centralize patient data across test locations.

"Due to the power of the MazikCare, the Dynamics 365 Platform, and the unparalleled skill of our passionate team, we were able to design, configure, test, and produce the first iteration of this solution in days," said John Bowdler, Mazik Global VP of Services. "I'm very proud of our team's dedication to solutions that combat this global crisis."

The Patient Scheduling App is now one of five tech-based solutions Mazik Global has developed to ease the burden on healthcare systems and care teams. The test scheduling app, along with Mazik's other solutions, are also capable of connecting to patient electronic health records (EMR/EHR).

See Mazik Global's full suite of [COVID-19 healthcare solutions](#) for more on how we're helping #flattenthecurve.

The [CRISP site](#) has for more information on the organization and its drive-up COVID-19 testing initiatives.

ABOUT MAZIK GLOBAL

Mazik Global is an independently owned Chicago area-based software and services company that has been recognized by trusted industry leaders for its outstanding developments that solve real business problems in healthcare, manufacturing, education, and more. As an original co-developer of Microsoft Dynamics 365, Mazik Global's partnership with Microsoft spans almost two decades

In addition to ISV initiatives, Mazik Global is also a recognized Microsoft Dynamics Implementation Partner, giving each client a unique, comprehensive solution that solves their unique business challenges. With among the largest in-house Microsoft Dynamics 365-certified developer resource pools, Mazik Global leads with agile technology and extensive industry knowledge to enrich the human experience through innovation.

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