

Business Process Automation Case Study

Process: Customized Automation for Document Creation & Billing System Interaction

CLIENT: Physicians Group

SUMMARY

AA Physicians Group, comprising five doctors, faced challenges in entering data for specialty procedures into their Electronic Medical Record System (EMR). Existing solutions fell short of meeting precise requirements, leading to a backlog of post-procedure reports, payment delays, and revenue issues. Optimally addressed these pain points by eliminating data entry through a bespoke interface, allowing efficient data input in one location. The billing process was streamlined, automating payments after physician approval and eliminating errors. A customized interface tailored to physicians' needs and automated approval processes ushered in efficiency.

CHALLENGES

- The Physicians Group, consisting of five doctors, grappled with the repetitive task of entering data for specific specialty procedures into multiple places within their Electronic Medical Record System (EMR).
- Existing solutions, such as EMR forms, dictation methods, and outsourced scribes, did not meet the physicians' precise requirements.
- Critical challenges included a backlog of post-procedure reports, payment delays from insurance providers, and adverse effects on the group's revenue.
- Billing errors and slow revenue collection.

SOLUTION IMPLEMENTED

CUSTOMIZED INTERFACE:

- Created an interface tailored to the physicians' needs, enabling physicians to seamlessly enter data into one location, one time. Also, enabling easy reading of reports and documenting observations in their preferred order and language. This allowed physicians to utilize their time more efficiently and focus on high-value tasks.

APPROVAL & AUTOMATION:

- Automated the process of transferring the final report and data back into the EMR after physicians' approval.
- Streamlined the service provided for billing purposes and facilitated communication with the patient and Primary Care physician.

Stop wasting time & money on inefficient processes.

- Remove Manual Workflows
- Save Time
- Increase Productivity
- Increase Efficiency
- Reduce Errors
- Enable Growth
- Drive Success
- Streamline Processes

No upfront cost or IT needed

RESULTS

- Tailored automation solution
- Solved the data entry challenges
- Increased efficiency and excellence in patient care
- Burden of administrative tasks lifted
- Able to re-focus on their primary mission
- Eliminated billing errors
- All revenue now captured accurately
- Increased cash flow, due to timely payment receipt