

Business Process Automation

Client: A mid-size Hospital & Clinic with 4 locations.

Industry: Healthcare

Issue: The client runs 4 clinics at different local with the twin cities area. Patient assessment and admission for all 4 locations was done using a single instance of outlook calendar. With daily scheduling and enrollment of approx. 150 patients the process was quite tedious and time consuming and errors were frequent. The process of reporting around patient enrollment, attendance and billing was a manual process. An analyst manually copied data into excel sheets and generated daily reports. The issue with this process was:

- It was difficult to manage booking for an average of 150 patients for all 4 locations via a single outlook calendar.
- The process was too time consuming
- A separate system was used for patient enrollment
- The excel reports for patient enrollment, attendance were not consistent and had frequent errors
- The reports were too big and difficult to manage.
- Individual reports had to be email to the management; this resulted in multiple copies of same report being saved on shared drives.

Technology: SharePoint 2010 Enterprise, SQL 2008 and Visual Studio.

Solution: Built a custom patient scheduling and enrollment application within SharePoint using visual studio. This automated the entire patient interaction with the clinic, from scheduling to enrollment and discharge. It allowed the clinic scheduling department to filter and view available times, program and doctor's availability for different locations through a single scheduling view. The single source of data saved in the database allowed us to build dynamic reports for management that provided a snap shot of patient status and count for different location. These reports also allowed the management insight into capacity planning for each of their different locations. Following were the benefits of the application:

- Web based solution, easy, secure access 24 x 7
- Allowed efficient patient management for all 4 locations via one application, by automation of patient scheduling, enrollment and discharge process.
- Automated the reporting around patient information, resulting in substantial time savings, mitigation of errors and duplication of work.
- Allowed management to plan resources and capacity more efficiently by providing insight into number of patient enrolled and available capacity at different locations.

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