systematiX
Digital X'perience Partner

85% Rise in Consultations
How Bots helped a US-based Physician to focus on his practice

Summarizing Situation

The client is one of the US-based successful physician consulting 65 patients on an average daily. The client maintains patients' health records in the Salesforce application. However, as per the US healthcare compliances for Healthcare Information Exchange (HIE), the physician is required to update the patient's record, including prescriptions in the electronic health record (EHR) system. Filling EHR form is duplicate effort, time-consuming but an important task from a compliance perspective, and also to get a complete picture of the patient's health record in one place for any future reference.

The physician was able to maintain the records in the Salesforce application. However, due to time constraints, duplicating the patient's record along with prescriptions in the EHR was the biggest concern.

Impact on the Physician's Practice

Most of the physician's time goes into patient record maintenance, especially in the superfluous activity of replicating health records and prescriptions in the EHR system for compliance purposes. It feels like physicians are a slave to EHRs.

The shocking impact on practice was a 50% reduction in consulting patients on a daily basis. His average from 65 patients a day came down to just 30-35 patients a day.

Resolution

Systematix Infotech's RPA Practice carefully understood the end-to-end process before offering any solution to the client. The first approach was to break the process in a step-by-step sequential order. Secondly, a detailed understanding of the applications that are being used in the process.

After the feasibility test, Systematix Infotech proposed a solution to create 2 virtual workers. The 1st virtual worker acts as soon as there is a new entry in the Salesforce application. Its job is to create a new patient id in the EHR system and copy the Salesforce patient records in the EHR. The next step for the virtual worker is to update the patient id generated in the EHR in the Salesforce application.

2nd virtual worker activates as soon as the physician creates the prescription in the salesforce application. As the 1st bot already done the EHR and Salesforce mapping, the 2nd Bot uploads the prescription against the same patient record in the EHR system utilizing this mapping.

Due to the Bots working in parallel to the origination of a patient record and prescription in the salesforce application, the physician is assured that the records on both Salesforce and EHR applications are identical.

Resolution Impact

- The productivity of the physician has bounced up again to 65 patients a day

- Solution assuring compliance as per US healthcare laws

- Huge savings in time and error-free process to have identical records in both applications

- Patient history and analytics at the click of the button

About Us

Incorporated in 2005, Systematix is a global IT services and solutions company, transforming industries with the digital solution across web, mobile, IoT, RPA and data science. With a talented and experienced team of 250+, technology expertise and CMMI Level 3 appraised processes, we are a trusted technology partner of many leading ISV, Automotive, Manufacturing, Engineering and OEM companies.

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