

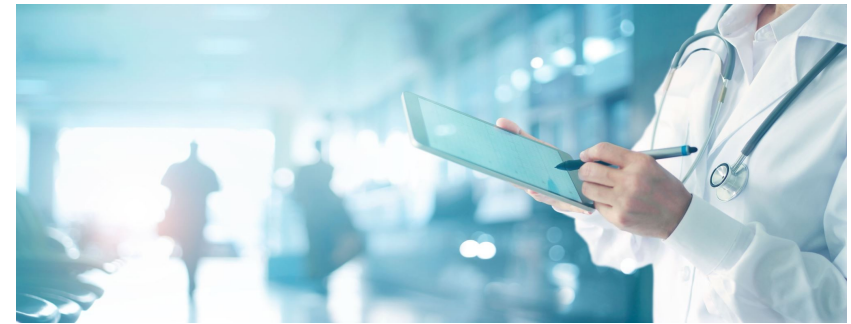
PATIENT REGISTRATION & SCHEDULING

CASE STUDY

Current State



Highly manual and time-consuming.



88%

Of appointments are scheduled by phone and registration is done in person or on paper.



Current State

Overall Provider Impact



**Poor Patient
Experience**



**Data
Collection
Errors**



**Increase
in Claims
Processing Time**



**Denials and
Write Offs**

Patient Registration & Scheduling



PROCESS

Patient registration and appointment scheduling are the first and most important steps in patient's journey. It is a complex process that requires considerable amount of patient data including collection of patient demographic information, patient health history, insurance information etc. The patient registration process is instrumental in creating a good first impression of a healthcare provider. A positive patient experience that starts at the check-in can set the foundation for entire patient's journey.



CHALLENGE

Currently, the patient registration process is very manual and time consuming. The overly complex patient intake process that is handled incorrectly is resulting in poor patient experience, data collection errors, increase in claims processing time, negative impact to provider's financial bottom line as well as patient's overall health outcomes.



CLIENT
Small Provider



LOCATION
US – Northeast



INDUSTRY
Healthcare



DEPARTMENT
Patient Access



TECHNOLOGY
RPA, OCR, Chatbot

Solution

Online Appointment Scheduling



Avoid paper registrations



Minimize time spent on manual tasks when patient arrives by setting up a chatbot leveraging Robotic Process Automation, OCR, Conversational AI



Focus on activities to improve patient experience

Online Registration



Patients can book appointments through the **Chatbot**



Provide more flexibility to the patient



Reduce operational costs to the providers resulting from delays and no-shows

Leverage *Intelligent Automation* to simplify and automate patient registration, appointment scheduling and check-in procedures.

Patient Registration & Scheduling



SOLUTION

Intelligent automation helps expedite the patient intake process, optimize existing workflows for contactless interactions, and increase overall provider capacity. Patient registration and appointment scheduling process can be automated by implementing a Conversational AI platform leveraging RPA, OCR and Chatbot.



ART OF THE POSSIBLE

- Automate and digitize all touch points to create omnichannel experience
- Automated digital intake builds a strong foundation for error free data collection resulting in streamlined prior authorization process, reduced claim denials and addressing Social Determinants of Health (SDOH) by leveraging Analytics

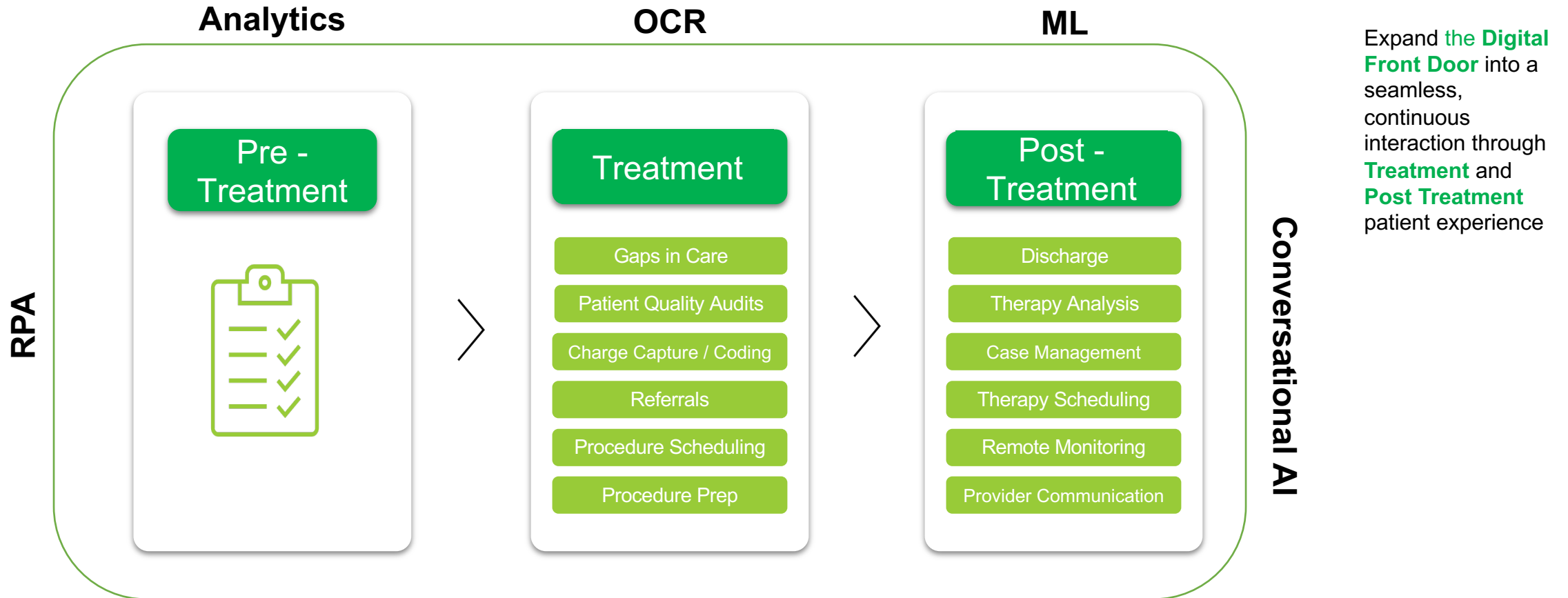
RESULTS

| | |
|-----------------------------|-----|
| Claims Denial Reduction | 30% |
| Hours Saved | 60% |
| Patient Data access | 40% |
| Increased Patient Face Time | 25% |
| Reduced No Shows | 30% |



| | |
|--------------------|---------------|
| Total Cost Savings | \$1.6 Million |
|--------------------|---------------|

Art of the Possible – Patient Journey



Building a strong foundation to reduce ***“Healthcare Spend”*** and enable ***“Value Based Care”***



Thank You.
