

MEDICAL GROUP DISCOVER THE BENEFIT OF GOING PAPERLESS

Overview

When you walk into this Delhi based large Medical group, smiles behind the desk give you the feeling that you are in right hand.

Being a multi-specialty and multi-location medical facility, it was very difficult for the group to maintain all the paper records and streamline the workflow. Alliance Infotech provided them with a solution that not only made the group paperless but also streamlined the complex processes in the hospital.

Challenges

- **Record Maintenance**
It was a challenge for the Hospital to maintain patient's records, physician's information and vital records like: charts, reports, x-rays from different locations. It takes hours to search for a single record.
- **Physician's Appointments**
Being a multi-location and multi-specialty practice, it was difficult to maintain and schedule the physician appointments. Sometime it created confusion for both staff members and as well as for physicians.
- **Patient's Reminder**
Another problem the staff members were facing was to send a patient reminder about their appointment status. Scheduled appointments were frequently being cancelled as patients tended to forget about the scheduled appointments.
- **Insurance Check**
The vital process of checking patient's insurance eligibility often resulted in billing errors, insurance coverage concerns and delays.
- **Prescription Records**
With so many prescriptions made by a physician daily, it was really difficult to keep track of all prescriptions.
- **Contact Center**
The main contact center of the multi location Medical facility used to receive an average of 3000-3500 calls in a single day. So it was very difficult to answer and keep record of all these calls.



Solution

Alliance Infotech chose 'start from scratch' approach and analyzed the workflow of the Medical group completely, then developed and implemented a customized CRM solution for the hospital, which allowed them to not only overcome problems, but also provided them with some valuable features.

Alliance used its unique products like Voice Exchange and voice Logger along with customized applications for the Medical facility.

Project started with the observation of current workflow and processes in the Medical group. Web based GUI interface was developed so as to make application as user-friendly as possible. Application was integrated with SMS server to enable automatic reminder facility for both patients and physicians. Voice Xchange helped in improving the customer support service. Centralized database was created on a dedicated server so as to maintain security and efficient accessibility. Voice Xchange prevented missing of calls and the Voice Logger allowed Medical group to keep record of all these calls.



Result

Web based CRM allowed remote access to staff members at anytime. Now patient information entry is just a few clicks job, and any authorized user from anywhere can easily access it. Document Management module streamlined the storage and retrieval of documents. Vital documents like patient records, X-rays, charts can be securely stored and easily accessed.

Alliance's solution helped the Medical group to eliminate confusion about physician's availability. Physicians can now see their weekly and monthly schedule on their screen. Alliance provided automatic reminder solution to the Hospital; now a reminder is automatically send to the patient to make sure he/she does not forget to come. Medical group also expressed their satisfaction about reduced billing errors; automatic insurance check reduced these errors to 99.9%.

The Group was able to save considerable amount as far as financial benefits are concerned. Saving was accrued from increased efficiency, elimination of manual and billing errors

"Alliance has contributed immensely in both the physicians office and administrative aspects. Solution not only helped us in increasing efficiency but also enhanced the quality of services" –Says The Medical Group