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Improve Healthcare Operational Efficiency with Patient Engagement with RPA

10 October 2019 | Views | By Mr. Nilesh Jain, Founder & Managing Director â?? CliniVantage

Multiple partners in the healthcare industry, ie. patients, doctors, labs, hospitals etc are faced by challenges that disrupt streamlining of processes as a whole. Clinivantage RPAÂ© is a disruptive solution designed to resolve these challenges; 80% leaders in the healthcare space indicate patient engagement, cost reduction and efficiency as one of their top three priorities. The automation of these flows is an important strategy for improvement to cut costs and improve efficiency.



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Robotic process automation (RPA) is not the 1st option in this industry, as the current EHR systems are not capable to handle such challenges, while we know that in healthcare, RPA has the potential for radical transformation. Clinivantage RPA tools can go far beyond the automation of simple workflows, help improve and automate tasks and workflows that impact patient engagement and repeated tasks. This helps providers to reduce costs and gain efficiency, but also increase the quality of patient care and the amount of time spent with patients. Clinivantage can automate various complex tasks for medical professionals and administrators in hospitals and clinics; help of Clinivantage RPA, healthcare institutions can improve their efficiency and offer better medical care for their patients.

Carrying out multiple procedures and tasks such as billing and claims management, patient onboarding, delegating medical professionals, collecting patient reports and data, and providing prescriptions are repeated tasks and often errorprone. Traditionally, these tasks are managed or monitored manually while executing and tracking these are time-consuming. Rules and regulations are constantly changing and to keep up to speed takes time for compliance; and non-compliance of regulations result into fines & shutdown of hospitals.

Why Clinivantage RPA is important for Providers, like hospitals and clinics both.

Increasing Costs: Costs are growing at an average annual rate of 7 to 10%, globally. It is essential to build more streamlined processes to save money and cut health care costs, remove redundant process and improve - automate flows, like patient appointment scheduling, implementing discharge instructions, manage care flows in chronic care disease management.

Evolving Demographics: According to the WHO, developing nations will see a growth to 1.5 billion in 2050 (people aged 65 or older). Current infrastructure will not be able to keep pace with the number of increase in patients. Streamlining claims management, better automation & speeding up account settlements are some of the processes ripe for automation using RPA.

Improved Customer Experience: Consumer behaviour is changing, patients are choosing how and with whom they engage for their healthcare needs; the quality of healthcare is increasingly important with the new generation of customers. There is a decline in graduating doctors, challenges in care of quality for patients is up, & administrative tasks are adding up. Improving the healthcare cycle for chronic care management, Managing healthcare workflows for managing episodes to long term care using RPA can help hospitals and doctors better engage with patients, with much improved outcomes and patient satisfaction.

Current staff can be elevated to higher-functioning roles using their clinical expertise and reduce administrative functions. This leads to employees that are fulfilled, and & devoted to patient care.

Improved Revenue cycles: Clinivantage RPA can help hospitals expand far past back office functions, towards improvement in revenue cycle and administrative processes. CVRPA can improve billing efficiency; reduction in write-offs by managing changes in code across billing cycle, automating time-consuming repetitive processes. Clinivantage RPA can help hospital cut costs, increase efficiency, and drive high quality care for patients, there are many roles that Clinivantage RPA tools plays in achieving these goals.

Connected IoT devices: Clinivantage via it's RPA connected devices can monitor patients & provide real time quality care. Doctors have more time to spend with their patients as RPA helps to manage their workload while freeing up caregivers to focus on their patients.

Clinivantage RPA as a component of healthcare

Clinivantage RPA plays a very important role in transforming the healthcare system; with the Pro.Care PaaS platform, a complete end to end technology stack, Clinivantage solutions can transform the healthcare industry, helping providers - hospitals, doctors and patients - & improve engagement between patients and providers.

RPA delivers via continuous feedback data can improve performance and optimize processes. RPA systems collect data on efficacy of processes and use this to improve the program with every iteration. Over time, Clinivantage platform helps improve providers, making them even more efficient, more accurate and more helpful to their workload.

One major drawback of leveraging RPA with current technology healthcare solutions is that RPA can only process structured data and work with a rule-based approach. Clinivantage solves this by having structured data and implementing an intelligent process automation (IPA) making Clinivantage RPA much smarter. With the help of cognitive technology and machine learning, our IPA can process can also use structured and unstructured data and implement RPA across the entire Clinivantage platform.

Clinivantage RPA is an essential tool for providers; helps better streamline processes, save expensive costs on repeated labor functions, improve efficiency, and enhance the quality of care.