



CampTek Software

Automating Healthcare in the Real World

Bits of Advice for Your Business

Real World Intelligent Automation

As patient numbers continue to rise due to the growing and aging population and the COVID-19 pandemic, now is the time to take advantage of Technology in healthcare to make a real impact in all areas of the organization. Technology can help in many ways including patient care, saving time, money, eliminating tedious manual tasks or helping speed processes.

The healthcare industry is struggling to keep up with the likes of other industries in terms of using technology to become more efficient. This is true when it comes to Robotic Process Automation or RPA. The time is now to address these challenges within the industry. The pandemic has spurred healthcare organizations to implement digital transformation strategies and move towards better long-term solutions using intelligent bots for automation.

Nearly all organizations have issues with resourcing, inefficiencies, manual tasks, siloed data, and infrastructures which are disparately disconnected. These challenges have become consistent barriers to progressive patient outcomes and profits. Progress is being made quickly now and the appropriate steps need to be taken to be successful. So, we ask ourselves – How can the Healthcare industry use RPA and intelligent automation to address their key challenges and do more to improve patient outcomes?

RPA Strategy Factors

Key Points to Consider

Let's look at a few factors an RPA strategy can impact immediately

Lack of Resources

Human Error

Healthcare Data Infrastructure

Workflow Improvement

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RPA OFFERS THE ABILITY TO CHANGE BUSINESS PROCESSES QUITE QUICKLY, AS OPPOSED TO TAKING A HOLISTIC ENTERPRISE-WIDE APPROACH, THAT COULD TAKE A LOT OF TIME AND A LOT OF MONEY TO ACHIEVE

Lack of Resources

A DIGITAL WORKFORCE

The Healthcare industry is racing against the clock to find enough skilled frontline resources. The shortage can be seen across the board — nurses, physicians, pharmacists, and other skilled workers. It is estimated that by 2025 the United States will need to hire an extra 2.3 million new frontline healthcare workers. The pandemic also attributed to this causing layoffs and delayed entrance into the workforce for some individuals. Filling these positions will be key for healthcare organizations moving forward. In addition, doctors are spending less time with patients and increased time on paperwork and other tasks.

Healthcare is a specialized industry. Many positions across organizations are extremely tactical in their approach. For example, over time doctors have specialized more and more in a single area. Staff members are specialized too, making it increasingly harder to conduct multiple jobs. Individuals are pulled in many directions and have less time on hand than ever before. It is difficult for workers to set aside appropriate time for tasks when staff members rely on IT and other departments for help.

RPA and intelligent automation can support an organization's transformation, completely revamping the way it handles resources to do more and achieve more. RPA can provide a digital workforce for EHR/EMR data migrations, revenue cycle management, and organizational efficiency, working 24/7 boosting resources through technology.



Human Error

We are not processing machines



We are all human. You have heard it before. This is true and especially dangerous when people's lives are at stake. In healthcare, patient care hinges on having all the relevant historical data and information. If data is incorrect it can be a matter of life or death. RPA is key to eliminating human error. Doctors, nurses, and technically skilled people should not be spending their time filling out forms. This isn't the best use of time and these manual processes are subject to human error. No matter how important and critical it is for business operations, we simply are not processing machines.

Eliminating human error can be easier than originally thought. With new technologies such as Natural Language Processing (NLP) and Optical Character Recognition (OCR), healthcare organizations can remove the repetitive and time-consuming admin surrounding healthcare work and more. This can free employees to use their human skills and provide better direct patient care, while digital robots act as workers to process information at machine speed and eliminate errors.

Healthcare Data Infrastructure

MULTIPLE SYSTEMS, MULTIPLE ISSUES

In any Healthcare organization there are multiple departments using an array of different systems. These are often disparate and disconnected systems between departments, healthcare partners and the data they share. It is a real issue for the entire industry.

Organizations have various integrations aimed at helping disparate systems work together. However, this brings risks for mistakes to occur between multiple systems. Many healthcare organizations appear to be stuck with their multiple systems. RPA can be a key solution. Healthcare organizations can bridge the gaps left by system vendors who don't deliver on interoperability claims. This can help providers and staff to complete time-consuming manual workflows via an automated solution. RPA systems are designed to work the way you do, aligning to existing workflows and business constraints.

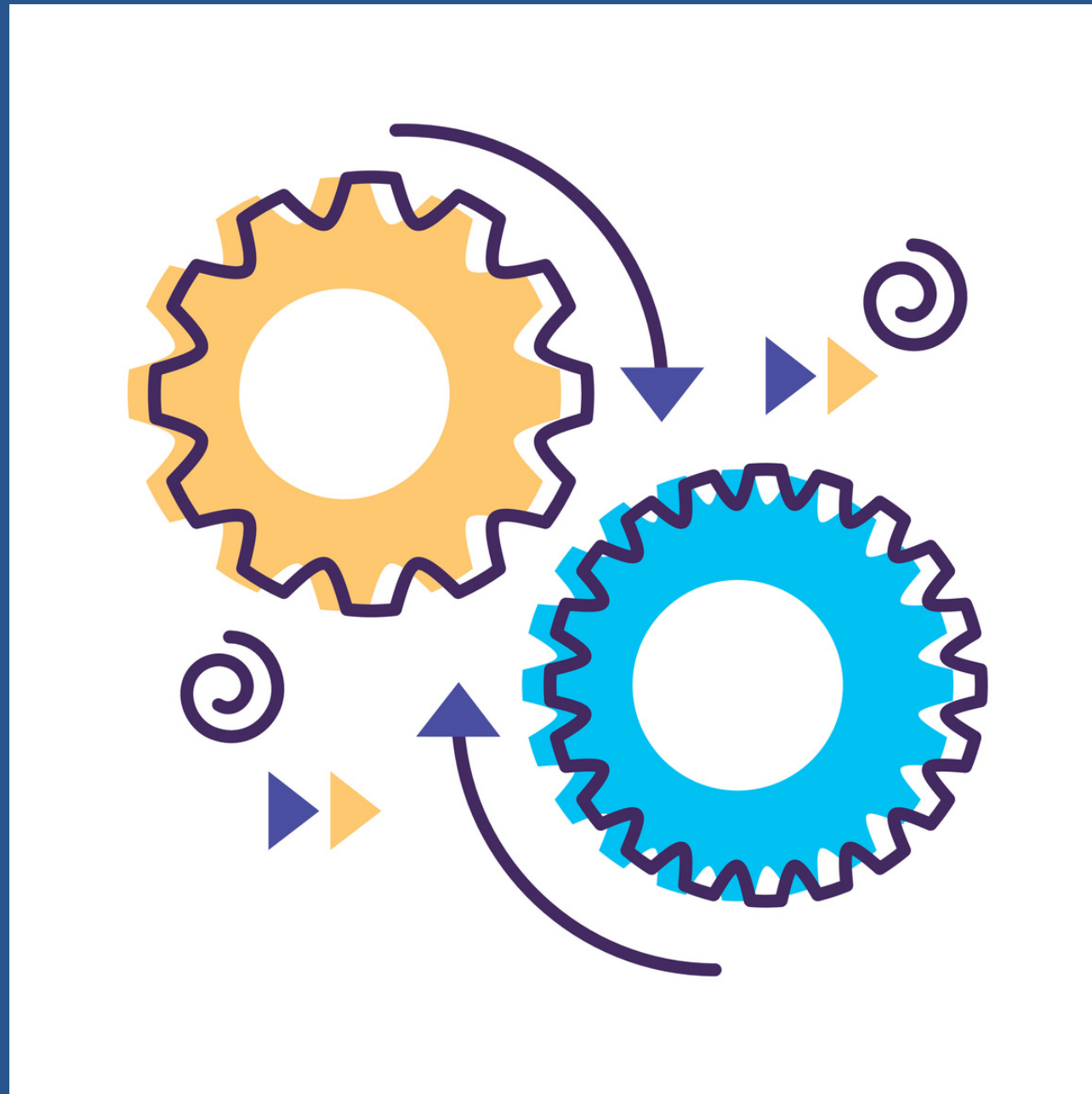


Workflow Improvement

RPA As a Tool

Workflow is an important piece of the puzzle as healthcare organizations strive to improve workflow processes around the organization. These can be in relation to the EHR, Revenue Cycle Processes, Claims, and more. The pandemic has shown that now is the time to look at these processes and bottlenecks and think about how to automate them. RPA can be your digital ally that works everyday 24/7/365, alongside human employees, completing tasks, ensuring accuracy, and eliminating the workflow issues faced by manual tasks such as data entry.

RPA is not just an automation engine, it's a workflow improvement tool, identifying errors before they occur. Having a data-driven solution enables your healthcare organization to achieve measurable improvement in clinical and financial usability, preventing the financial losses that occur from incomplete or incorrect data.



How RPA Can Support Your Healthcare Organization

Key Areas to Consider

How RPA Can Help

Insurance Forms and Claims Submissions

Patient Registration and Encounters

Eligibility Checking

Patient Referrals

Staff Support

Data Migration

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Supporting Healthcare Organizations

**HAPPIER PATIENTS, SMOOTHER
OPERATIONS, PROFESSIONALS WITH
MORE TIME TO FOCUS ON PATIENT CARE
- AND MUCH HEALTHIER BOTTOM LINE.
THAT'S THE KIND OF OUTCOME, RPA
CAN PROVIDE**

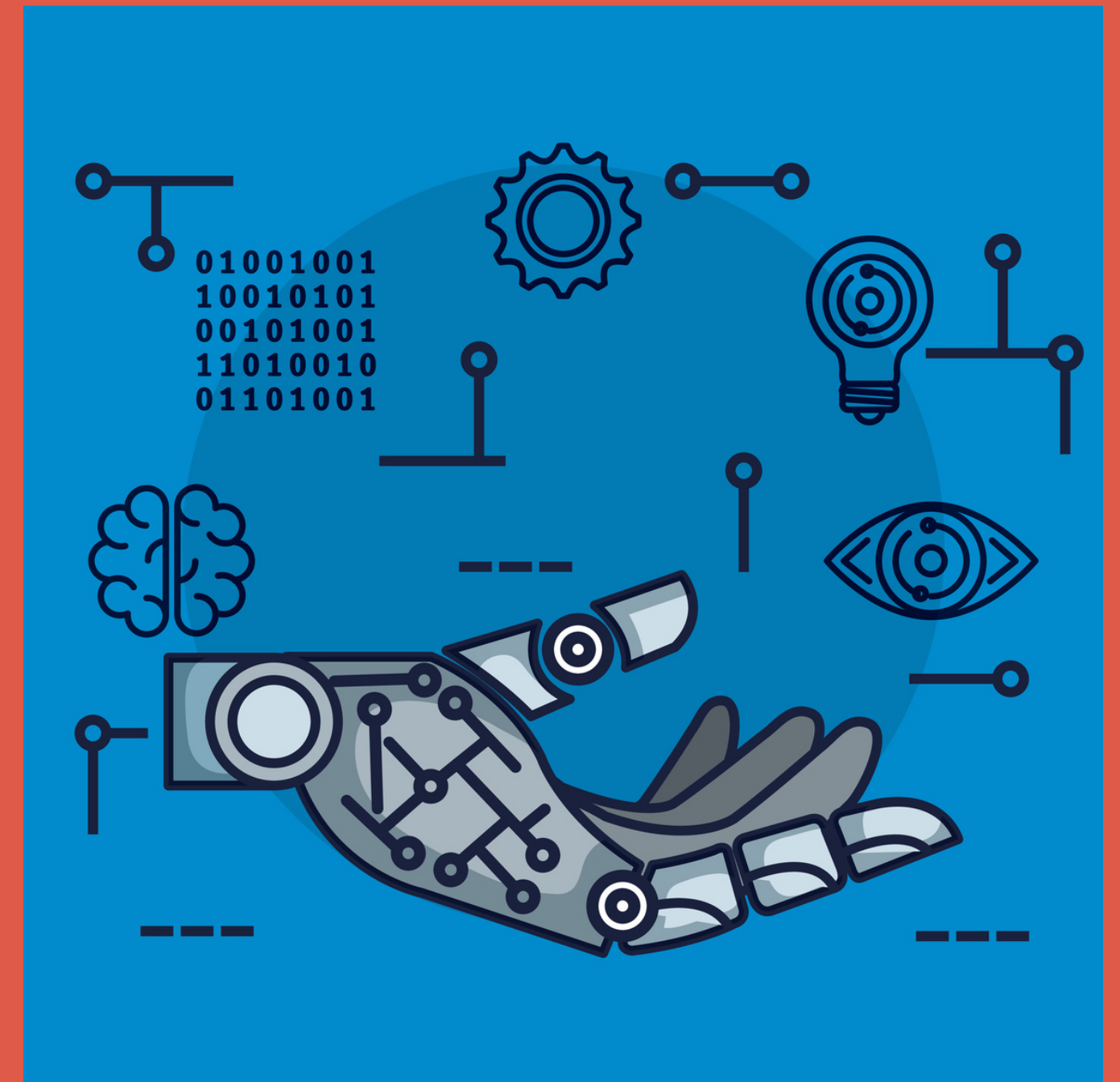
Source: Bob DiScuillo, VP of Sales, CampTek Software

Insurance Forms and Claims Submissions

RISK-FREE TRANSACTION PROCESSING

Claims and denial management is a challenge in healthcare. Within any healthcare organization individuals are required to fill out insurance information. Ideally, these forms would be fast and accurately processed – so that both the hospital and patient can concentrate on care. Unfortunately, this process requires multiple layers of administration and is rarely straightforward. Many Healthcare and Insurance companies must process claims that are raised against insured members for any initial process to trigger claims processing in their system which also forms the paper-based proof that can be saved. In conclusion, processes like these can be automated so that the forms can be read by a human worker and then the manual data entry necessary for the applications where these claims are processed, can be done by the RPA solution.

Processes for handling claims can be tedious, slow, error-prone, and complex. Inundated with the information of millions of people, the workflows have high defect rates, resulting in lower accuracy of registrations being loaded and inefficient handling of sensitive information. Backlogs and high-turnaround time are also major pain points for companies. RPA improved compliance with regulatory requirements and enabled risk-free transaction processing for sensitive data. Once a claim is submitted, claim statuses are checked and updated daily, alerting staff to those claims that need human intervention. Connect disparate systems, complete and submit claims faster and more accurately than a human workforce, by using RPA for claims management.



Patient Registration & Encounters

Automate the Entire Process with RPA

Healthcare Systems have full-time employees (FTEs) manually entering patient encounter data into systems such as the Cerner Revenue Cycle Accounting system. These manual processes can encompass roughly thousands of transactions per month with an average handling time of 1-2 minutes per manual transaction plus an error rate near 30%. In addition, many also experienced a 30% error rate on the records that were input manually.

Through RPA methodology health systems can automate the entire process. The timeline for process analysis, development, client acceptance, and finally live production is near four weeks from start to finish to drastically enhance the process moving forward. Automations such as these save at minimum 30 hours a week and improve accuracy with error rates less than one or two percent. This allows staff to focus on higher priority tasks and saves the hospital time and money on the bottom line



Eligibility Checking

STREAMLINE CLAIM SUBMISSIONS

Agents of a leading healthcare system go through a terribly slow process for confirming eligibility claims. RPA can be a key solution in this area of a hospital. It is extremely time consuming to manually log into healthcare provider portals to check patients' eligibility and benefits for upcoming appointments. Accurate confirmation streamlines claim submissions and health plan reimbursements. However, with hundreds of provider portals changing regularly and agents expected to be familiar with each of them, the verification process is complex.

RPA is a key solution for the provider's complete eligibility and benefits verification process. Automation process pulls patient appointment lists from healthcare provider portals across various locations, prioritizes these appointments, extracts appointment details by accessing multiple different applications and various screens to consolidate output reports and confirms patients who are eligible for benefits. The bots also validate and update eligibility and benefits details in each practice's portal. Solutions like these are now being implemented more quickly to process thousands of transactions with one hundred percent accuracy saving countless hours of staff time and headache especially with limited resources during a pandemic.

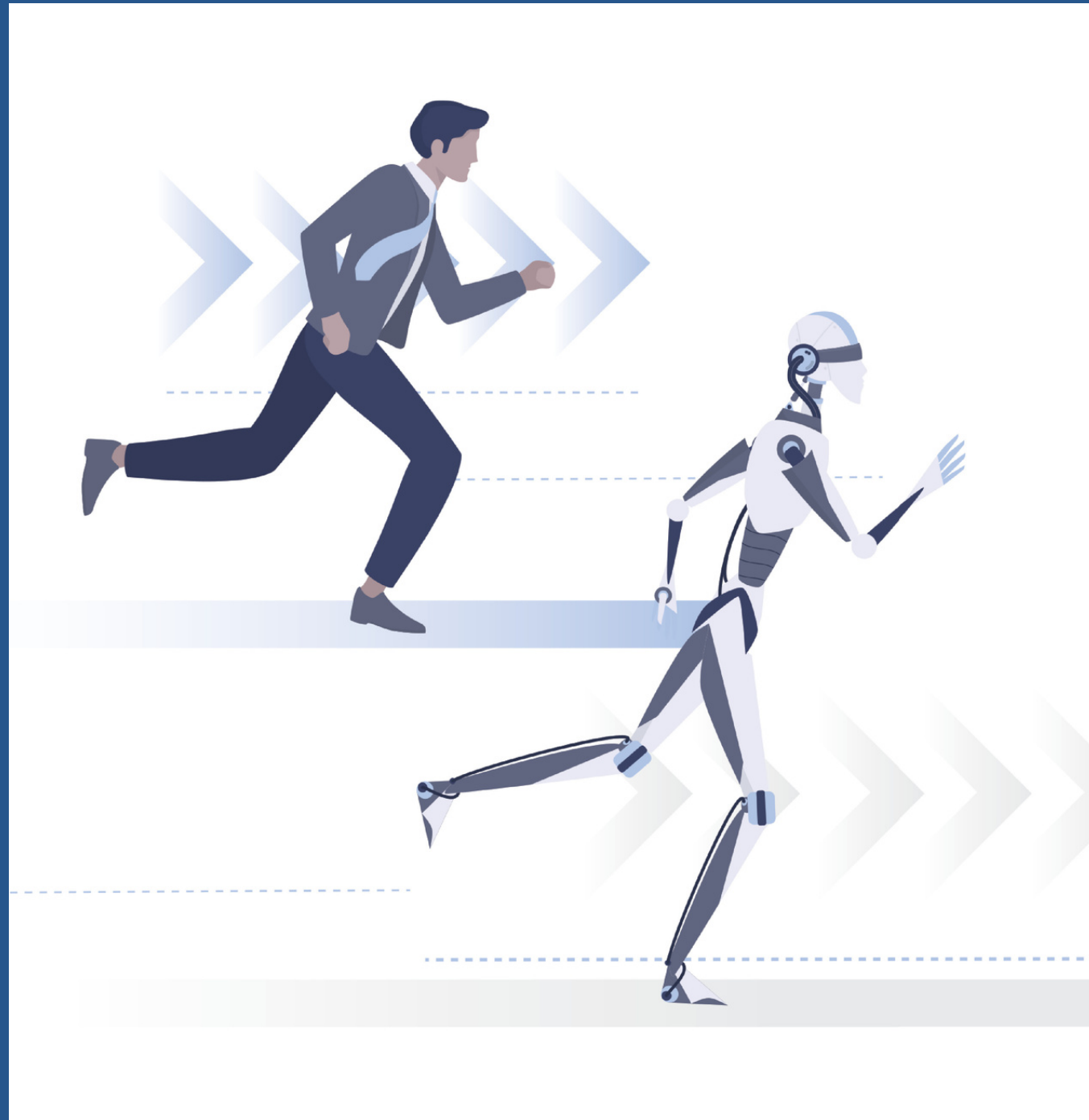


Patient Referrals

Mimic Humans, Integrate Referrals

Referrals between hospitals and healthcare providers is a big part of the growing healthcare industry. Patients are referred between specialties and physicians to deliver the required patient outcomes, but the referral system between them is broken. This is usually due to the manual nature of referrals and the way in which they are processed.

Instead of manually performing referrals, RPA can prevent potential leakage, poor patient outcomes and ensure profit for the provider. RPA can help integrate referrals between Healthcare providers by mimicking the way humans work in systems and tools.

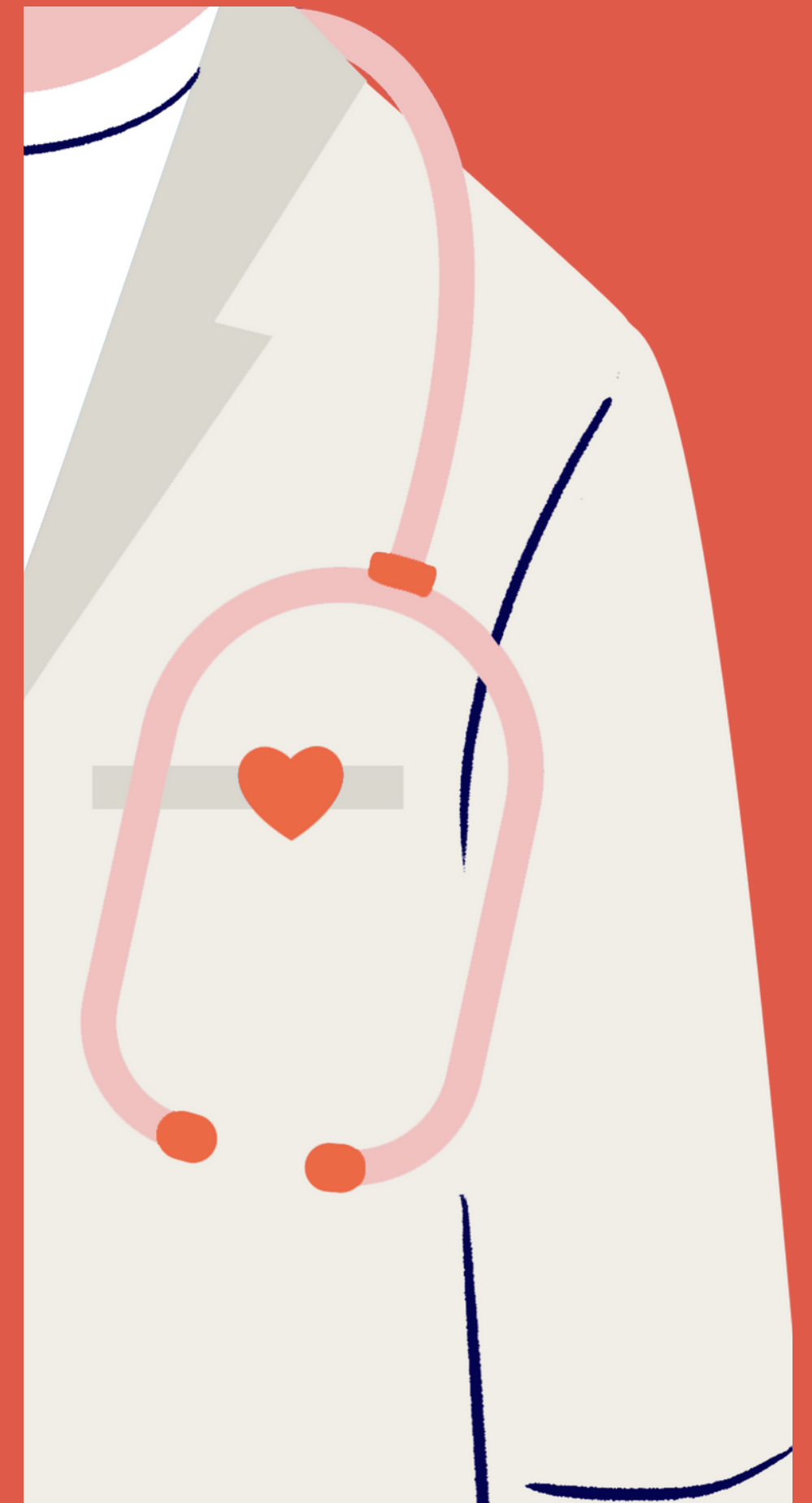


Staff Support

LET PRACTITIONERS PROVIDE CARE

Healthcare providers got into healthcare to care for others. How can we give the frontline staff as much time with patients as possible? Medical practitioners should not be bogged down spending their time on data entry. They could be caring for patients or solving health issues.

RPA can help hospitals and Healthcare institutions by owning this portion of the job. Improving the patient experience and outcomes can be increased as medical practitioners have more time to provide care. Plus, all the automated data can be available at their fingertips, so human workers able to do what they do best.

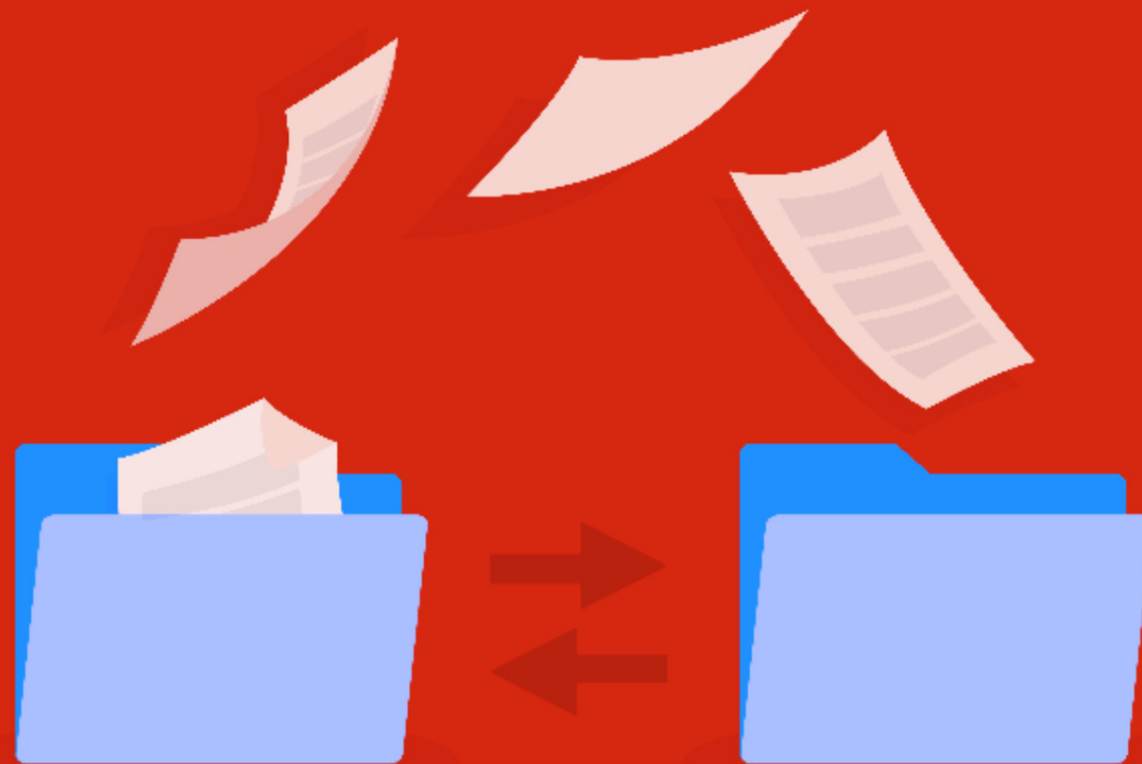


Data Migration

Move Data Practitioners Need

EHR data migration can be an extremely difficult process and one of the largest undertakings of an organization. This process can be highly disruptive to staff. Plus, you may have EHR/EMR data between the old and the new systems. RPA can help move over all the data doctors and physicians need.

What seems like a simple task of manual data entry turns into an error-prone burden for staff. One of the biggest investments healthcare organizations make is in people and systems. RPA can ensure that doctors, nurses and staff have the information they need, in the right system, at the right time.



Conclusion

The Healthcare industry continues to deliver one of the most important services to people everywhere. While automation is not the cure to every ailment, it certainly is a vaccine to many challenges which continue to spread across organizations. Our examples show that by thinking about automation, you can improve efficiency and enhance patient outcomes – plus profit margins. RPA can give staff back their time and can make all the difference to the future of your organization.

The key to using automation is to not simply think of it as a technology play, but rather, a resource which can help you and your staff do more. CampTek Software is here to help no matter where you are on your RPA journey. CampTek Software is an RPA SaaS Provider offering a wide array of services to assist you on your RPA Journey. Our team of certified experts focus on Bot development, Bot Support and Hosted Support for our RPA Partners. The team of RPA professionals at CampTek Software is dedicated to providing robust RPA solutions on the UiPath platform.

A well-seasoned team of RPA architects and Certified UiPath Developers who have spent the last 15 years in the RPA space. Our team loves the UiPath Platform so much we decided to offer a cloud-based model for our customers. With many years of experience, we have the automation background to handle your needs.

CampTek Software revolutionizes how healthcare works by providing error-free automation for every application. Designed to meet the changing needs of the entire organization, CampTek offers the most sophisticated automation and migration platforms available and has an industry leading reputation for, customer support and giving customers peace of mind that critical data is 100% error free. Customers all over the respond to regulatory and business initiatives by using CampTek Software RPA to automate and improve processes across the enterprise.



Intelligent Automation

for robotic awesomeness



CampTek Software is a full life cycle RPA partner. We bring clarity to RPA and can support your business anywhere in the cycle. Many robots make light work.



**Let's Start
an RPA journey together**

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