How Automation Enhanced Lab Report Management for A Health Care Provider

Client Overview

The client is a healthcare provider specializing in minimally invasive treatments for various medical conditions. They are committed to delivering effective care to improve patient outcomes, accelerate the healing process, and enhance the patient's overall health and well-being.

At a Glance

Industry	Challenge	Solution
Health Care	Manual processing of large volumes of patient data, which can consume significant time and cost	Automation using MuleSoft's Intelligent Document Processing (IDP) and MuleSoft Robotic Process Automation (RPA)

Key Highlights

99% Accuracy in Data Entry	**70%** Reduction in Processing Time	**30%** Increase in Operational Efficiency

Problem Statement

The challenge was manually processing large volumes of patient data, which can consume significant time and cost. The customer needed to automate reading PDF lab reports in different formats and extract crucial patient details and test result values. This data needed to be transformed and uploaded into Salesforce, along with the PDF file attached to the corresponding patient record. Given the high volume of lab reports and the repetitive nature of the task, manual processing led to inefficiencies, human errors, and delays in updating patient records.

Solution Provided

The healthcare provider adopted a solution using MuleSoft's Intelligent Document Processing (IDP) and MuleSoft Robotic Process Automation (RPA). This automated the extraction of data from lab reports, transforming it to update patient records with lab results in Salesforce. The PDF files were automatically uploaded to the appropriate Salesforce records, significantly reducing manual effort and human errors.

Methodology Used

Our team identified and selected workflows that were ideal for automation, focusing on those with the highest potential return on investment (ROI). They implemented automation to streamline two core processes: the extraction of data from electronic health records (EHRs) and the uploading of documents to Salesforce. By leveraging MuleSoft IDP and RPA, they ensured that the workflows would optimize data processing and integration across platforms.

Business Outcomes Achieved

1. **99% Accuracy in Data Entry:**
The manual process of reading lab reports and entering test results was fully automated, resulting in a significant reduction in human errors. Accuracy in data entry improved to over 99%.

2. **70% Reduction in Processing Time:**
Automating the data extraction and Salesforce update process reduced the overall time spent on processing each lab report by 70%, allowing healthcare staff to focus on more critical tasks.

3. **Scalability of Operations:**
The automated system can now handle a significantly larger volume of lab reports, positioning the healthcare provider to scale their operations without requiring additional manpower.

4. **Compliance with Regulatory Standards:**
The automation solution ensured that sensitive patient data was handled securely and in compliance with healthcare regulations, minimizing the risk of data breaches or non-compliance penalties.

5. **30% Increase in Efficiency:**
By streamlining workflows and eliminating manual tasks, the organization increased overall operational efficiency by 30%, resulting in cost savings and improved resource allocation.

The healthcare provider enhanced its operational capabilities, reduced manual efforts, and improved the accuracy and timeliness of patient record updates. This solution also ensured they maintained compliance with healthcare regulations while scaling their services to meet growing patient demands.

For further information, please contact:

Prowess Software Services

Visit us at www.prowesssoft.com