# Summit Healthcare

## RPA Use Cases by Hospital Department

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| DEPARTMENT | USE CASES |
|---|---|
| **Accounting & Finance** | • Automate the entry of yearly budgets into your HCIS.<br><br>• Automation saved 15 FTEs and $450,000 per year in claims submissions.<br><br>• Automation recovered $2 million per year in Emergency Department billing.<br><br>• Automation of Patient Accounting Notes from 3rd Party Collection Agency into HCIS.<br><br>• Automation saved 180 hours per month and $20 million in failed claims re-submissions.<br><br>• Automation reduced claims and eligibility processing time by 83% and managed tasks 95% faster.<br><br>• Automation saved 10 hours per day and $1.2 million per year by automating crossover claims processing.<br><br>• Eliminate duplicate data entry. One client example processed over 15,000 records which saved the equivalent of 1 FTE a month.<br><br>• Automate hundreds of remits to multiple payers and process denial codes. One client example saved over $150,000 annually.<br><br>• Automate the attachment of patient credit scores to their accounts to aid during the payment option process. One client example included 2,800 accounts processed monthly.<br><br>• Leverage automation for any billing system conversion. One client example converted over 20,000 account balances. Each record was processed in 12 seconds, 4x faster than an FTE.<br><br>• Automate and manage the multiple layers of B/AR including CPT and Charge Master updates. Map thousands of records from excel and get a handle on the frequent need to update these charges and codes. One client reported over 40 hours saved per month by using automation.<br><br>• Set up automatic invoice payments. Hospitals receive bi-weekly/monthly files from vendors that contain invoices that need to be paid. Workflows are set up to read the spreadsheet, input the invoices, and set them up for payment. Clients report that quite a bit of time has been saved for the Accounting and Accounts Payable departments as they no longer have to set up these invoices manually. |

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| **Radiology, Pharmacy, & Lab** | • Updating Pharmacy Charges values and updates based on a source file provided by the client.<br><br>• Production of reports automated to update on a frequency for Active Lab Orders, MAR Administration, Census, Patient Status report to a network directory in a PDF form.<br><br>• Clients migrating to a new HCIS needed to setup their Pharmacy Dictionary values in addition to the Order Sets/Rx strings. One example is the entry of about 10000 plus records moving from Cerner to MT Expanse.<br><br>• Robots log into the laboratory system, select the appropriate disease code and input the test result. The information is processed in a fraction of the time, saving the infection control department 3 hours per day or 18 hours per week.<br><br>• Covid test registration time decreased from two minutes to 30 seconds per test, saving 18 work hours every day. Now, lab results arrive faster and more efficiently to both medical and IT systems. To date, the client has been able to process more than 27,000 patient records this way. By tasking digital workers with result registration, employees are given more time to deliver vital frontline patient care.<br><br>• Use automation to generate a complete list of exams for the reading radiologist and ensure that the patient is discharged if appropriate to allow for correctness of documentation and billing. One client reported this workflow saves the user from having to change between several routines as was the previous practice, now the user simply scans a barcode on the patient front sheet, clicks "okay", and the automation workflow takes care of all of the steps. |
| **Materials Management** | • Dictionary setup for clients migrating HCIS to setup Vendor, Stock, and Item dictionaries.<br><br>• The script was written to update the item costs by vendor catalog number. The script enters the vendor catalog number from data source, does a lookup for existing numbers in MT, compares the number with MT's vendor catalog number on the Vendor Data screen, if they match the script updates the cost, otherwise marks the record as "Catalog number does not match". |

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| **HR & Payroll** | • Automatically update your HCIS with data from third party payroll/ personnel systems.<br><br>• One client used automation to build and validate the 403B report from the Meditech 6.08 environment along with their MT data repository. The report will be billed per the Sentry data pharmacy charge specifications.<br><br>• A bot-enabled solution eases the processes of both police vetting and previous employment status, thus making it easier to validate candidates. The time taken for a bot to process a candidate is 10+ times faster than a human being.<br><br>• Several times a year, hospitals may have Full House or Nursing Payrate increases which if done manually takes several people and several days for input. One client example reported using automation to get it done in less than 15 minutes.<br><br>• One client needed 5 FTEs, working on three shifts, to manually enter patients in their internal system. After implementing automation, this process required only one floating FTE. Every order entered is complete and the communication process loop is closed. 85% of the data entry process is now done by automation and the overall error rate for integration dropped by 70%. |
| **Medical Records** | • Automate comments to patient accounts behind the scenes. Clients post up to 2,000 comments a month.<br><br>• One client used automation to extract 2.7 million accounts over 10 different reports to have on hand for archival.<br><br>• Real-time integration with third-party systems with no end user involvement. One client posts to over 150 client accounts daily all with automation.<br><br>• Utilize automation to produce PDFs for use in downtime situations. Some examples of reports include Dietary, Active Orders (lab), MAR Administration, Clinical Census, Patient Status reports.<br><br>• This automation enters ICD10 codes into patient accounts and sets status to Final in the Abstracting module - Meditech Expanse. This Automation will delete all existing ICD10 codes on the patient account and enter the new codes from the Excel data source. Includes error handling for duplicate codes, ICD lookup screen and account number not found. |

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| **Patient Care System** <br><br> **(PCS)** | • Automation schedules 220-280 bookings per week with 90% of appointments requiring no human intervention. <br><br> • Using RPA to monitor oxygen tank levels in Covid patients had a 100% accuracy rate and freed up 1,500 staff hours. <br><br> • This automation is running the Patient's Report routine in PCS for downtime reporting to a pdf and then to DRS. The automation runs reports for 16 locations that are referenced from an Excel file that includes a status column to indicate complete or no patients found and then logged in an Audit folder. <br><br> • The system can check in with all appointment holders to find out if they intend to visit the hospital at the appointed time. The Trust sends all patients a text message in advance of their appointments. The text gives patients the option to quickly cancel an unneeded appointment. If informed of a cancellation, a digital worker searches multiple systems and notifies the patient contact center that the slot is now open. This free appointment can immediately be offered to another patient. |
| **IT** | • Creating new users into Expanse from Magic about 10000 plus records Using Terminal/Citrix Server session. <br><br> • Analyze and update your dictionaries or tables to ensure your test and live systems are always synchronized. |

### About Summit Healthcare

*Summit Healthcare is the choice of hospitals and providers who want to take full control of their healthcare system integration, automation and business continuity needs. Since 1999, we have worked to provide the industry with the most flexible integration and automation technology with complimentary tailored services and solutions.*