

Solution #2: Patient Intake Management



University Health Network needed a solution to alleviate unnecessary tasks from clerical staffs duties, as well as improve patient experience. Greenlight tasked the participants: improve the overall check-in process in clinics and, and patient visibility in the waiting queue.

Client



Industry

Healthcare

Process Type

Patient check in, identification, communication on wait times, EPR management

Partner



Products Used

Unattended Robots
Attended Robots
Orchestrator Studio

Solution #2

This appointment booking system uses two robots – one attended robot and one unattended robot. The attended robot would be used by the clerical staff in the clinic with the help of a user interface. An unattended bot would be performing the tasks in the background and in parallel.

The user interface allows clerical staff to open their Electronic Patient Record (EPR) system, book appointments, send email updates to patients, and activate patient profiles. The system also allows patients to complete all necessary forms from home.

When the clerical staff want to send email updates to patients, an attended bot will create a queue item, and once an unattended bot is available, it will read the queued item, send the email to the patient, read any completed forms that were sent back by the patient (ensuring the information is correct), and will update the EPR with the complete form details.

When the clerical staff receives an email, such as a Patient Referral form, an attended robot will do three tasks: pick up the email, pull the data from the referral form, and create a queue item. Once an unattended bot is available, the bot will read the queued item, create an excel file with the data, attach the excel file to an email, and send it to the clerical staff each day. Once the clerical staff have received the email, the clerical staff can then call the patient mentioned in the excel file to follow up on their referral.

Benefits

An online appointment booking system allows patients to book appointments from home, check wait times, and for clerical staff to manage tasks and paperwork digitally. It also ensures social distancing in clinics is followed, better customer experience, reduced overhead for clinical staff, and timely reporting to patients. This solution allows practitioners to focus on patient care.

About Greenlight Consulting

Greenlight Consulting is a Robotic Process Automation and IT Staffing company based in Toronto, with a national footprint. Being a boutique IT Consulting and Staffing firm for over 13 years and working with some of North America's largest organizations, we have a proven track record for helping clients solve their Human and Digital resourcing needs.



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Disclaimer:

The solution above was created by a post-secondary student during our hackathon, GLackathon 2021. Contact Greenlight Consulting to learn more about our healthcare solutions.