

Solution #3: Patient Intake Management

Client



Industry

Healthcare

Process Type

Patient check in,
identification,
EPR management

Partner



Products Used

Attended
Robots
Orchestrator
Studio
Optical Character
Recognition (OCR)
Text-to-Speech

Challenge

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.

Solution #3

This solution uses three attended robots to complete a set of tasks.

Robot #1 is used to alert clerical staff of patients checking in. This robot uses optical character recognition (OCR) to scan the patient's health card, then alerts the clerical staff that there is a patient waiting. The clerical staff receive a notification asking whether the health card data retrieved is readable. If not, the robot will rescan the health card.

Robot #2 is used for COVID-19 Screening and Returning Patients. This robot explains to the patient that they need to scan their health card, and then asks the patient a series of COVID-19 Screening questions using Text-to-Speech. It also collects all of the returning patient's contact information into the master database so that there is no human-to-human contact during this step.

Robot #3 is used to register new patients. This robot will ask the patient a series of questions regarding becoming a new patient. This robot saves clerical staff time, as it is completed electronically by the patient. The staff no longer need to enter the patient's data into their system, as it's done automatically.

Benefits

A master database and the three robots ensure 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.