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Modernizing the Patient Journey
Process Intelligence & Advanced RPA Working Together

ABBYY Process Intelligence technology combined with Blue Prism advanced RPA delivers a scalable, end-to-end, intelligent process automation solution. This combination delivers value to healthcare organizations by creating visibility into business processes, with data to support successful intelligent automation investments. Together, we're increasing efficiencies and creating better outcomes, improving quality of care for all.

Challenge

The COVID pandemic has caused many people to pursue healthcare needs in non-traditional ways. Many rely on technology to move through a new digitized patient experience. With the success of front office automation in the rearview mirror, healthcare organizations are looking to achieve the same efficiencies through the next phase of the patient journey—beyond the waiting room—through initial evaluation and diagnosis, treatment, medication management, continued care, and billing.

Solution

ABBYY Timeline seamlessly integrated with Blue Prism RPA leverages the combined power of Process Intelligence and enterprise-grade intelligent automation, unlocking opportunities for increased efficiencies and improved outcomes. The integrated solution helps healthcare organizations drive higher value automations, proactively monitor process performance, and address issues dynamically so they can scale, achieve success, and repeat.

Benefits

Discover, analyze, and automate the best processes for improved ROI.

Quickly identify potential process execution changes that can expand the scope and value of RPA investments. Through process discovery and mapping, organizations get visibility to better understand and compare people, processes, and systems against best practices.

Optimize, predict, and monitor in real time.

Full transparency and actionable insight make it easy to optimize processes, so you can make critical decisions faster and improve results easier. Real-time monitoring enables predictive actions for more efficient operations.

Boost efficiencies with automation for faster outcomes and improved patient satisfaction.
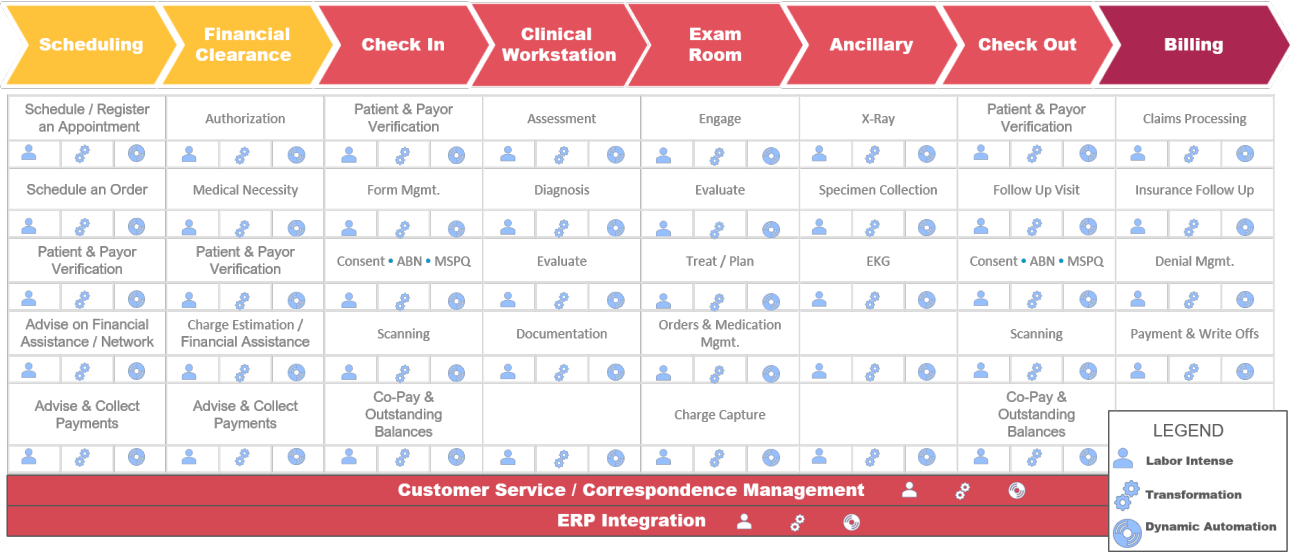
By eliminating the error-prone, labor-intensive tasks associated with patient journey—checking patients in, evaluating and diagnosing issues, documenting orders, processing insurance claims, and scheduling follow up visits—smart automation enables healthcare providers to realize faster and more accurate outcomes.
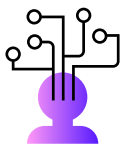
Accelerate enterprise-wide digital transformation with best-in-breed technologies.

Both ABBYY and Blue Prism platforms are empowered to become smarter with use and deliver peak performance. That's enterprise-wide digital transformation through the powerful combination of digital Process Intelligence and advanced RPA in a scalable solution that's quick and easy to use.

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Automation opportunities throughout patient journey

Scheduling	Financial Clearance	Check In	Clinical Workstation	Exam Room	Ancillary	Check Out	Billing
Schedule / Register an Appointment	Authorization	Patient & Payor Verification	Assessment	Engage	X-Ray	Patient & Payor Verification	Claims Processing
Schedule an Order	Medical Necessity	Form Mgmt.	Diagnosis	Evaluate	Specimen Collection	Follow Up Visit	Insurance Follow Up
Patient & Payor Verification	Patient & Payor Verification	Consent • ABN • MSPQ	Evaluate	Treat / Plan	EKG	Consent • ABN • MSPQ	Denial Mgmt.
Advise on Financial Assistance / Network	Charge Estimation / Financial Assistance	Scanning	Documentation	Orders & Medication Mgmt.		Scanning	Payment & Write Offs
Advise & Collect Payments	Advise & Collect Payments	Co-Pay & Outstanding Balances		Charge Capture		Co-Pay & Outstanding Balances	

Customer Service / Correspondence Management

ERP Integration

LEGEND
- Labor Intense
- Transformation
- Dynamic Automation

Looking at the patient journey portfolio, we see several automation opportunities to improve outcomes and satisfaction. From verification to claims processing, joint use cases exist for both ABBYY and Blue Prism to increase patient satisfaction by putting the patient at the center of care while continually innovating to maintain operational excellence.

Product descriptions:

ABBYY

ABBYY Timeline creates a visual model of your processes so you can analyze them in real time to identify bottlenecks and predict future outcomes:

- Manage data 100% within Timeline, eliminating the need to pre-process data using complex blending tools that often require IT assistance.

- Visualize and understand end-to-end execution of operational processes, in all variations and across systems.

- Identify areas of automation with the highest ROI. Speed to analytics: get ROI within hours vs. weeks with solutions that rely on connectors.

- Monitor post-automation digital worker performance to support enterprise scalability.
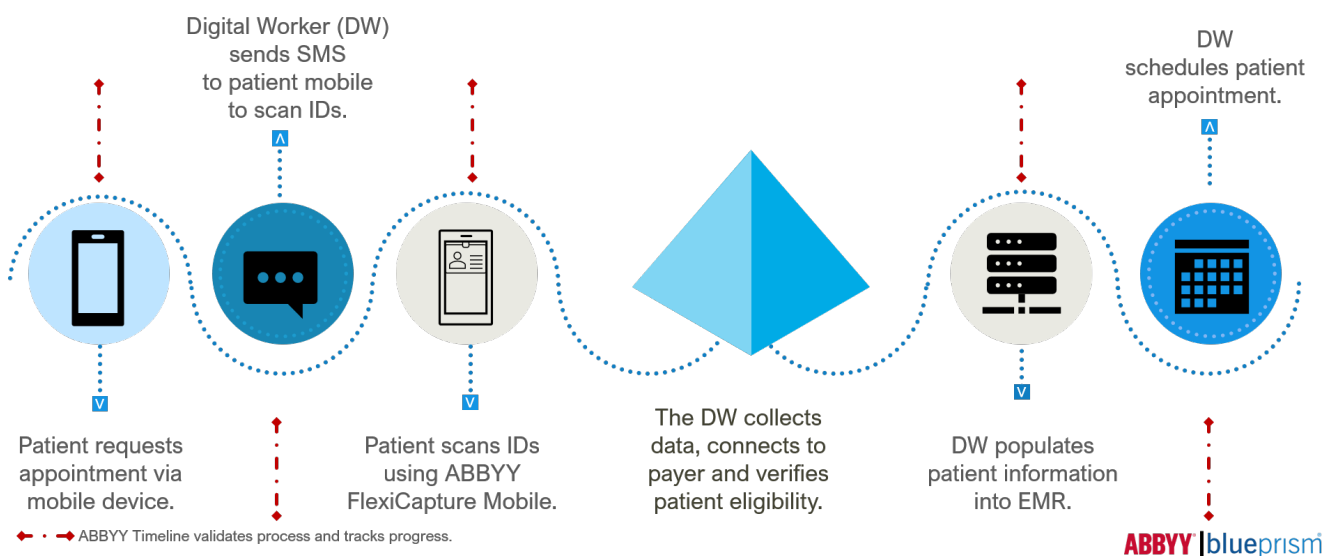
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The Blue Prism digital workforce can manage tasks wherever and whenever they're needed most, automating all the clicks, all the log ins, and all the repetitive work.

- ⊘ Compliance is achieved through comprehensive, irrefutable audit logs (nonrepudiation).

- ⊘ Digital workers are smart, trainable, ready to learn new skills, and can be intelligently deployed where most needed.

- ⊘ The digital workforce is designed for effortless scalability. Enterprise-grade design for the broadest scale. Reusable and shareable objects and processes.

- ⊘ Separate security credentials for compliance and audit ensure complete and total security.

Use case

Blue Prism + ABBYY automations are designed with the patient in mind. Creating workflows that allow the patient to interact with the provider early in the patient journey will increase efficiencies and improve patient satisfaction. One such process that is a part of the Patient Engagement workflow is Collecting Patient Demographics and Payer Information.

In this example, a patient is registering for an appointment to see a specialist. The workflow below is a pictorial description of how the digital workers collect patient demographics and payer details from a mobile device using ABBYY FlexiCapture and monitor Patient Journey processes from Virtual Door to Payment Reconciliation.

Digital Worker (DW) sends SMS to patient mobile to scan IDs.

DW schedules patient appointment.

Patient requests appointment via mobile device.

Patient scans IDs using ABBYY FlexiCapture Mobile.

The DW collects data, connects to payer and verifies patient eligibility.

DW populates patient information into EMR.

← · → ABBYY Timeline validates process and tracks progress.

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This is the first step to setting an appointment with a provider. ABBYY mobile FlexiCapture provides prompt-to-scan Patient ID and Patient Insurance Card or secondary form of Payment. The digital workers scan and read the information, and while ABBYY Timeline begins tracking the patient journey, the digital workers check with the Payer to determine eligibility, confirms, creates a new record or updates a record with current information, and proceeds to set patient appointment.

About Blue Prism

Blue Prism is the global leader in intelligent automation for the enterprise, transforming the way work is done. At Blue Prism, we have users in over 170 countries in more than 1,800 businesses, including Fortune 500 and public sector organizations, that are creating value with new ways of working, unlocking efficiencies, and returning millions of hours of work back into their businesses. Our intelligent digital workforce is smart, secure, scalable and accessible to all; freeing up humans to re-imagine work. To learn more, visit www.blueprism.com and follow us on Twitter @blue_prism and on LinkedIn.

About ABBYY

ABBYY empowers organizations to gain a complete understanding of their business processes and the content that fuels them with its Digital Intelligence platform. ABBYY technologies are used by more than 5,000 companies, including many of the Fortune 500, and is recognized for its leadership in Intelligent Document Processing (IDP) and Process Discovery & Mining for driving significant impact where it matters most: customer experience, effectiveness, profitability, and competitive advantage. ABBYY is a global company with offices in 14 countries. For more information, visit www.abbyy.com/company/about-us/.