XTGLOBAL™

XTGlobal Helps a Major Healthcare Solution Provider Enhance their Incoming Physician Orders through an Innovative Order Manager Module
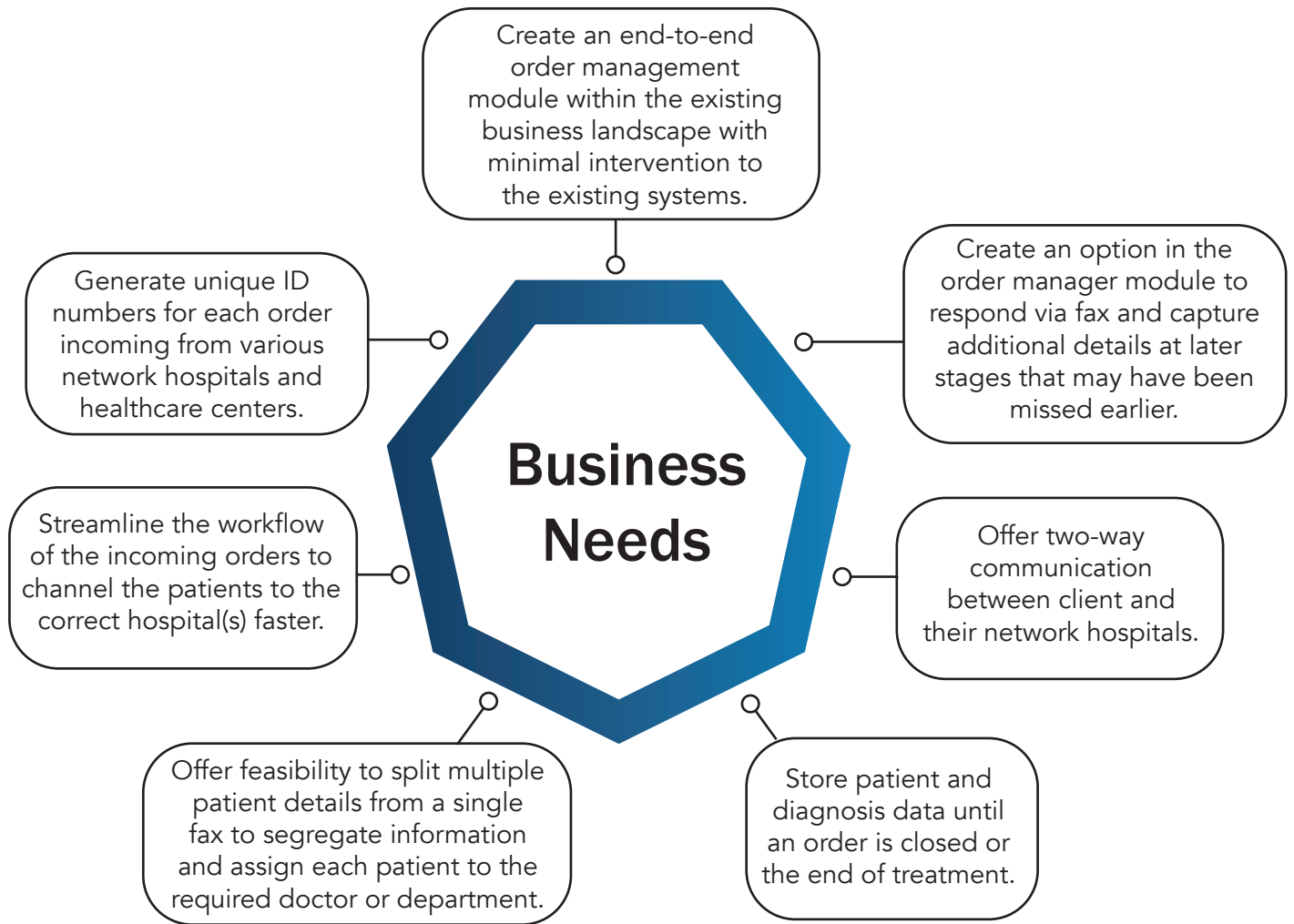

About the Client

The client has been leading the way in reforming the healthcare economy and building a brighter future for the healthcare industry. They provide revenue management solutions to several leading hospitals and health systems in the United States.

They aim to promote profitability, compliance, and accuracy while decreasing the cost of care and elevating the entire system by providing a comprehensive platform for healthcare revenue management. They provide finance teams with a complete set of market-leading solutions, employing deep end-to-end integration to generate a 360-degree picture of financial performance across all phases.

Client Challenge

The client's existing integrated patient access system needed to streamline physician orders and communication between larger corporate hospitals and smaller primary healthcare centers. Most primary healthcare centers communicate patient details and new diagnostic requirements to corporate hospitals through fax. These details help the client direct the patient(s) to the appropriate hospital specializing in the required diagnostic area. The lack of an all-inclusive setup to manage these orders was challenging for the client, leading to improper management and coordination with the hospitals and primary healthcare centers.

Business Needs

Create an end-to-end order management module within the existing business landscape with minimal intervention to the existing systems.

Generate unique ID numbers for each order incoming from various network hospitals and healthcare centers.

Create an option in the order manager module to respond via fax and capture additional details at later stages that may have been missed earlier.

Streamline the workflow of the incoming orders to channel the patients to the correct hospital(s) faster.

Offer two-way communication between client and their network hospitals.

Offer feasibility to split multiple patient details from a single fax to segregate information and assign each patient to the required doctor or department.

Store patient and diagnosis data until an order is closed or the end of treatment.

Technology in Focus

Azure Cloud Hosted Solution, Elasticsearch, eFax, Jotform, PDF Generation & Merge, Keycloak Authentication, Fax Orders, Azure Service Bus, SQL Server

XTGlobal Approach

Through our continuous engagement with the client, XTGlobal assessed the existing architecture and developed a unique Order Manager module that would help automate the entire process and help the organization focus more on providing next-gen solutions.

Order Manager is designed to organize incoming faxed physician's orders (and other healthcare-related faxes), so the user can attach the order to the corresponding patient record. The pending orders (or other healthcare-related documents) can be labeled for a future patient or linked to an existing account(s).

XTGlobal Solution:

01 — Enabled user-based roles to access and process the fax orders from the Order Manager module.

02 — Allowed the below permissions in the module for ease of functioning:

Ability to Assign Owner	Ability to delete from worklist	Display as Owner
Edit orders easily	Order Manager Main Menu	Side-by-side view of the image and data

03 — Offered Order Manager worklist to search for faxed physician's orders.

04 — Created options to add/remove columns from the Order Manager worklist so that users can view the details on the worklist that best suit their unique needs.

05 — Enabled the 'Export list to Excel' feature to export the worklist data to excel.

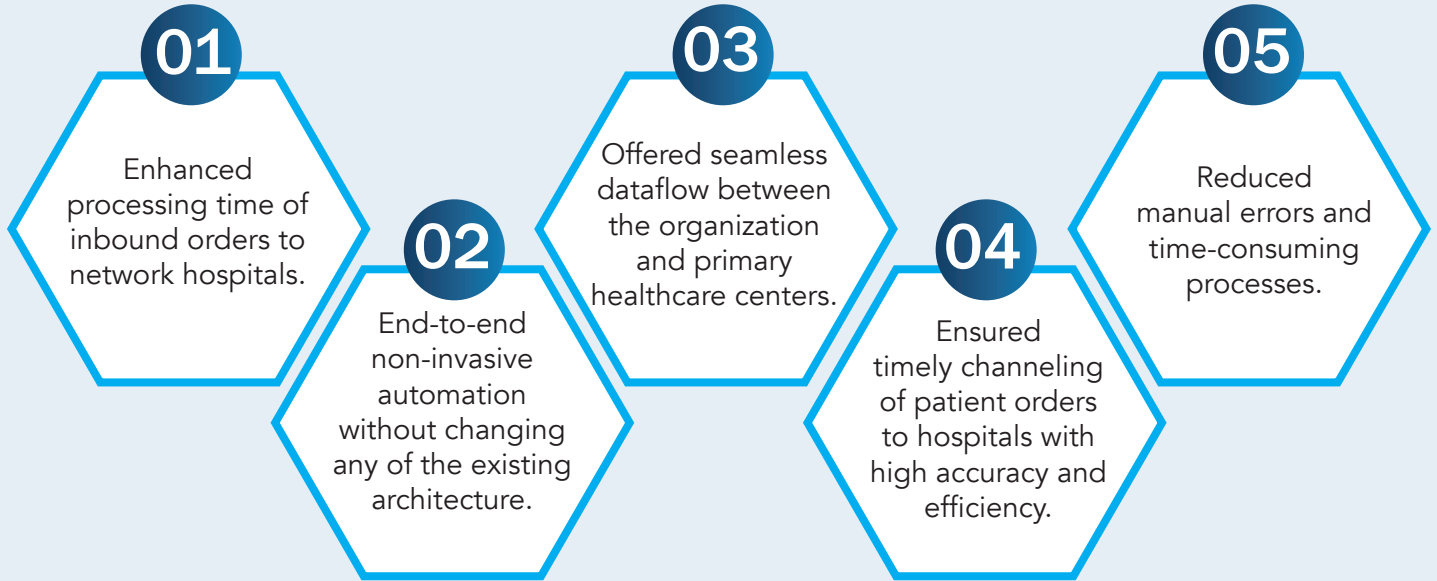**06** — Automated the orders received at the facility via fax from the physicians.

07 — Equipped the module with automated operational activities for splitting, linking, and sending fax orders.

XTGlobal Order Manager Features

- Assign International Classification of Disease (ICD) & Current Procedural Terminology (CPT) codes to the order.
- Assign dedicated physician visits to the order.
- Track the history of the order.
- Connect with the appropriate physician/doctor to resolve queries based on the fax details.
- Configurable rule based validation to check for the the validity of the data and alert the business users.
- The rules can be configured differently for various hospitals, based on their unique needs.

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Business Benefits

01
Enhanced processing time of inbound orders to network hospitals.

02
End-to-end non-invasive automation without changing any of the existing architecture.

03
Offered seamless dataflow between the organization and primary healthcare centers.

04
Ensured timely channeling of patient orders to hospitals with high accuracy and efficiency.

05
Reduced manual errors and time-consuming processes.

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SOC for Service Organizations

NMSDC
National Minority Supplier Development Council

Minority Business
MBE CERTIFIED
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