

Central Scheduling Call Center Patient Questionnaire Intake and Processing

ProHealth Care



Challenges

- + Improve central scheduling call center efficiency
- + Eliminate duplication of information gathering and illegible or incomplete forms

Solutions

- + Automate patient questionnaire
- + Send forms electronically to appropriate departments

Successes

- + Improved customer satisfaction through eliminating redundancies
- + Increased legibility of forms has helped to facilitate patient thru put

Background

ProHealth Care is a regional critical and primary care provider serving Southeast Wisconsin. With a network of nearly 1,000 physicians and 6,000 employees, the organization includes 26 primary care clinics, two hospitals, home healthcare, and much more to offer a seamless continuum of care to the entire community.

Goal: Improve Patient Satisfaction

The Central Scheduling Call Center for ProHealth Care receives over 500 calls for scheduling select outpatient exams on a daily basis, many of which require the completion of patient forms. Challenges with the process included:

- + **Prone to human error:** The questionnaires would be hand written and were often missing key pieces of information or completely illegible.
- + **Time consuming, manually intensive:** The scheduler would need to get up from their seat and fax the form to the appropriate department. This caused the scheduler to be away from their desk for extended periods of time during the day while calls continued to come into the call center.

- + **Duplication of efforts:** Patients would be required to fill out the forms for each appointment as the records from previous visits were not accessible, a point of great dissatisfaction for the patients.

Ultimus' Approach

With Ultimus' process optimization, many of the patient questionnaires are now automated and electronically printed to the appropriate department where the patient will be sent for their appointment. The Ultimus application allows ProHealth Care to define mandatory fields that must be completed on each form, thus resulting in greater consistency and information flow to the receiving department.

Since the forms are electronic, the printed information is legible and sent to the appropriate location the first time without delay. In addition, since the scheduler is sending the forms electronically utilizing Ultimus flobot technology, time away from the telephones has been minimized.

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Key Benefits

- + Greater accuracy of vital patient information as forms are legible and complete
- + Automated distribution of forms to appropriate departments
- + Increased customer satisfaction
- + Electronic form can be stored in patient's electronic health record, in compliance with mandatory regulations being set forth by the HITECH Act

Increased customer satisfaction, "This has been a big win for ProHealth Care Central Scheduling."

Future Projects

ProHealth Care is looking to the Ultimus BPM Suite to assist in automating other processes throughout the organization, including pre-certification of patients.

"Staff satisfaction with the questionnaire intake process has improved and they have asked for ways to expand this initiative to have more electronic forms available. This has been a big 'win' for ProHealth Care Central Scheduling!"

About Ultimus

Ultimus has automated more business processes than any other Business Process Management (BPM) vendor worldwide. Ultimus Adaptive BPM Suite has enabled companies to accelerate their performance goals at every stage of corporate growth.

The Ultimus Suite's SOA-based broad integration tools combined with a rapid deployment model have generated outstanding results for customers and partners alike. Ultimus' award-winning technology seamlessly adapts to people, systems and change.

Utilized by more than 1,900 customers worldwide, Ultimus provides solutions to organizations such as Pfizer, ProHealth, Bausch & Lomb, Northrup Grumman, DHL, Microsoft, Daimler, Perdue Farms, Chevron, and Tulane University. Ultimus is headquartered in North America, and has additional offices in Latin America, Europe, Asia, the Middle East and Australia.