

Case Study

Care Management Solution for Healthcare Services Company

Healthcare

Client Context

A leading healthcare services company required an automated integrated care management solution to digitize and automate their process for improved efficiency.

Value Delivered

91%

Reduction in error rates as a result of automation

85%

Improvement in overall efficiency due to analysis and processing

97%

Improvement in patient satisfaction due to quicker turnaround time

Process Areas

Care Management

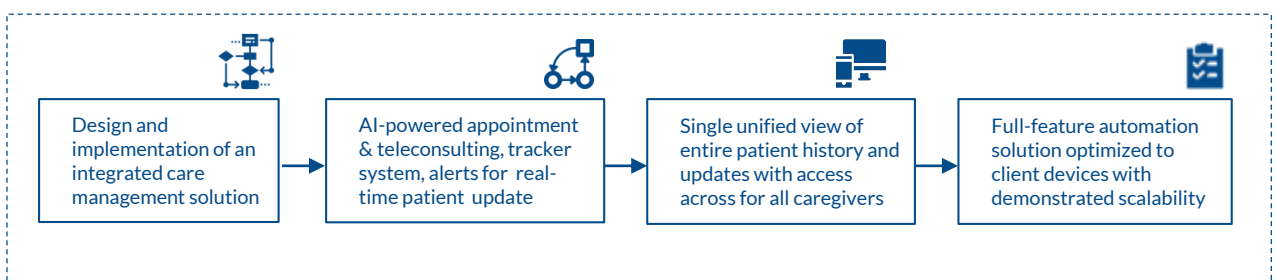
Business Challenges

- The client's care management process is manual which is time-consuming with less-than optimal accuracy.
- The client required an integrated unified care management solution that would not only streamline the process but also connect the disparate elements together with a tracking mechanism.

Solution

- An integrated care management solution was designed using the EIQ platform
- The solution included AI-powered appointment and teleconsulting feature, an in-built tracker system, automatic alerts to caregivers based on real-time patient updates, and recording of prescriptions
- The solution allowed for a single unified view of entire patient history and updates with access across for all caregivers involved complete with smartwatch integration

End-to-end automation within EIQ



EQ Platform Overview

Low-Code, No-code Hyperautomation Enablement Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Mobile Apps

Create enterprise mobile applications that can work online or offline.



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



Cognitive Capabilities

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



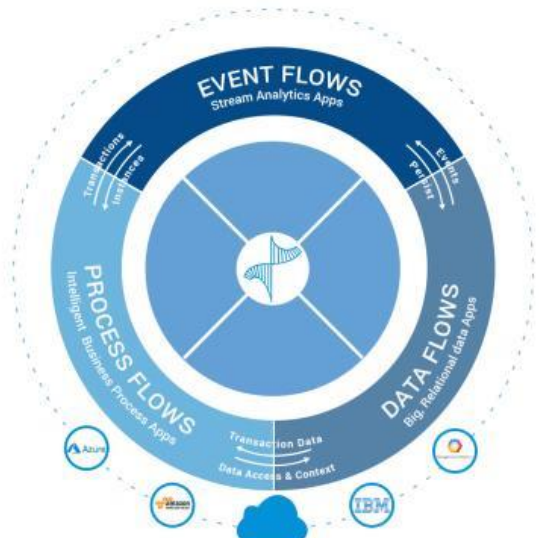
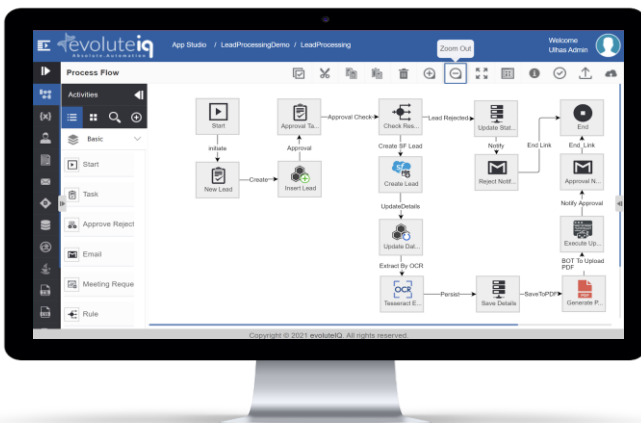
RPA

Leverage the power of non-intrusive, unified RPA



Web Apps

Create visually appealing and dynamic web applications using new or pre-built templates.





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