



Using AI Automation to Improve Health Costs, Revenue and Outcomes

Dr. Arjun Malhotra

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Faculty/Presenter Disclosure

- **Faculty:** Dr. Arjun Malhotra
- **Relationships with commercial interests:**
 - Rp-automation.com Co-Founder: Product Ashley

Disclosure of Commercial Support

- **No Commercial Support**

- **Potential for conflict(s) of interest:**

 - RP-automation.com Co Founder: Product Ashley



Mitigating Potential Bias

- Content of this presentation has been reviewed by a panel of physician and nurse peers to ensure that it remains unbiased and has no commercial representation



Keypoints



Automation trends

AI and EMR Strategy in a Value-Based Care Environment

What is Process Automation

How Does It Work?

Benefits

Use Cases to Find Workflow Efficiencies, Cost Savings, Revenue Generation



Digital Employee Automates repeatable tasks

Manual Task Software

Sits on top of a company's own applications & observes what an employee does

Transforms & Automates Admin Operations Learns and

repeats what a human does 24/7 Enter keystroke and mouse

actions as if it is you

Automate Desktop applications incl
Excel, Word, SQL, EMR

Automate web tasks incl web-form filling, data
scraping, data extraction

Read and extra data from images, pdfs

Email inbox/outbox automation

**Benefits of automation go beyond
reduced cost and improved speed**



Automation Benefits



Improved service

Quality

Fewer touches, errors and duplications, bots and people increasing quality of each other

Governance

Compliance simplified by embedding requirements into automations, creating automated controls

Reduced cost

Speed

Reduced cycle times, 24/7 responsiveness

Security

Reducing people-based risks, removing toxic access combinations

Better ability to manage

Scale

Increased throughput, ability to handle spiky load

Business continuity

Enhanced disaster recovery with software automations

Automation arbitrage

Automation cost arbitrage

Better people practices

Upskilled, more productive and engaged workforce



Digital employee approach is unique



No Integrations

Leverages log-in access vs HL7 or API integration



No Staff Training

Assign tasks and she reports progress



No System Replacement

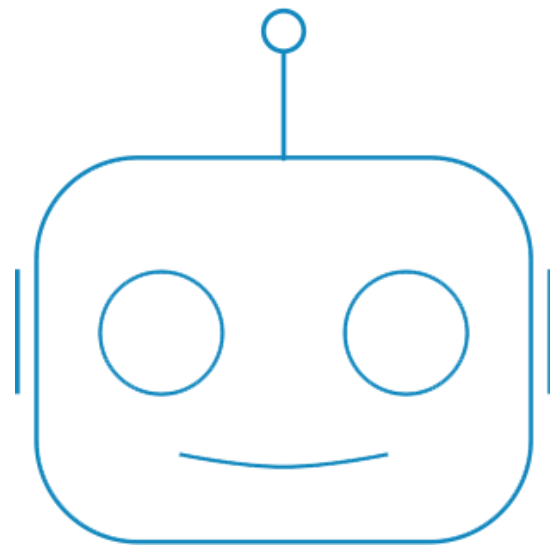
Uses your existing systems and tools



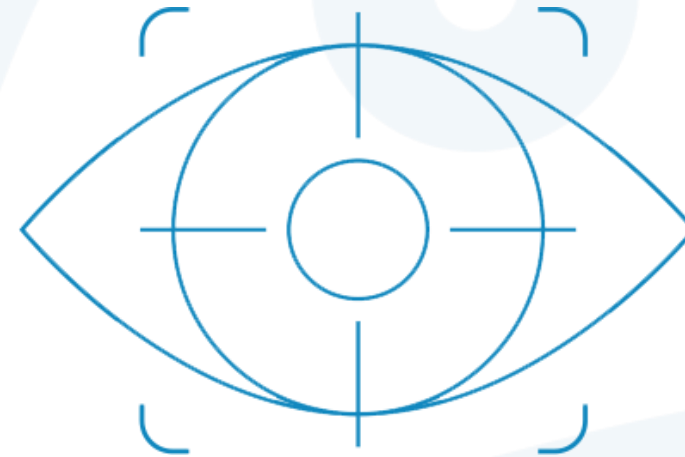
Simple Pricing Model

Pricing is based on number of workflows being automated

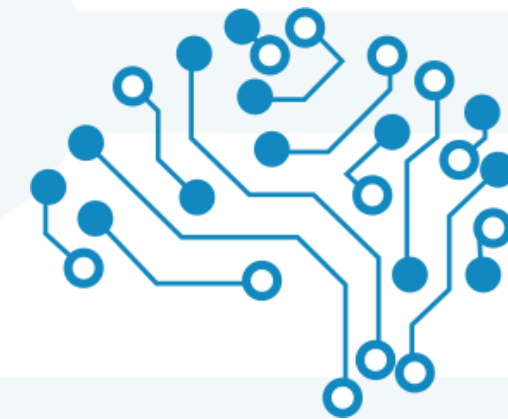
How AI creates value for you



**Robotic Process
Automation (RPA)**



**Computer
Vision**



**Machine
Learning**



What makes a good candidate for process automation?

Completely digital process

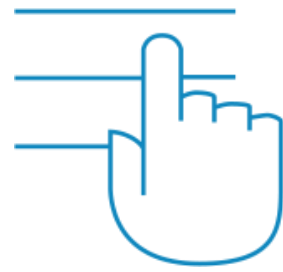
At least 2 FTEs spend most of their time on this task

Workflows that currently lead to data errors that impact revenue and patient care

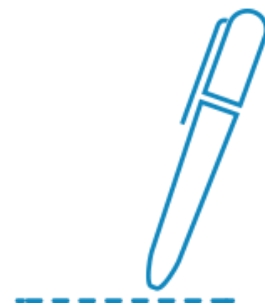
Workflows that can be completed in batches or all at once, especially processes based on large work queues, schedules, etc.

Workflows that provide a large ROI for your organization... The higher the volume the better

What's next?



1. Identify First Use Cases



4. Contract Signed



2. AWE Questionnaire



3. Business Case



5. IT Setup/ Build



6. Employee's First Day

**What can digital employees do for
your organization?**



Automated Filing

Labs

Discharge Summaries

Imaging



Data extraction, input, and analysis

Referral Management

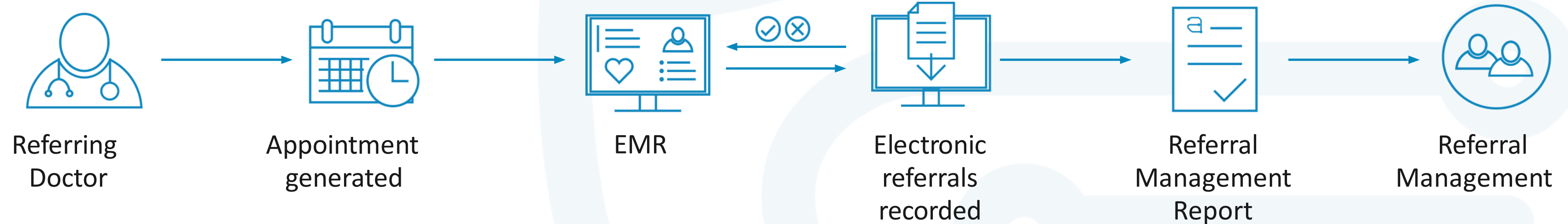
Identify referral volume changes with daily email reports

Digital Employee...

Uses log in access to automatically process and handle referrals/rejections daily

Creates a report and tells you if a referring provider's referral volume has reduced

Increase speed to response if a specified provider reduces referrals



Referral Management – Coordinate referrals

Use Case:

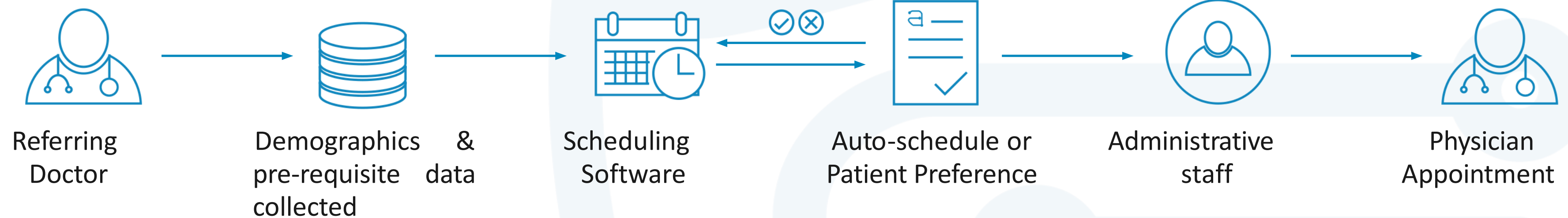
Automating referral management for admin staff with Ashley allows you to process referrals to/from providers and collect their notes/input them into any EMR system

Digital Employee...

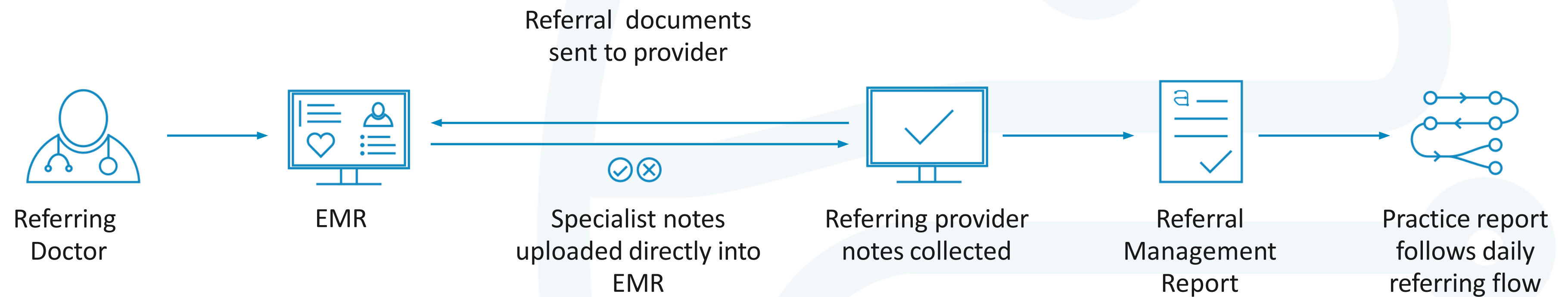
Uses log in access to automatically process referrals daily

Collects referral demographics from referral paperwork or within the EMR and integrates into scheduling

Staff will then be alerted to schedule to auto-schedule first available or based on patient preference



Coordinate referrals & retrieve records to/from Providers



Billing Automation

Ashley...

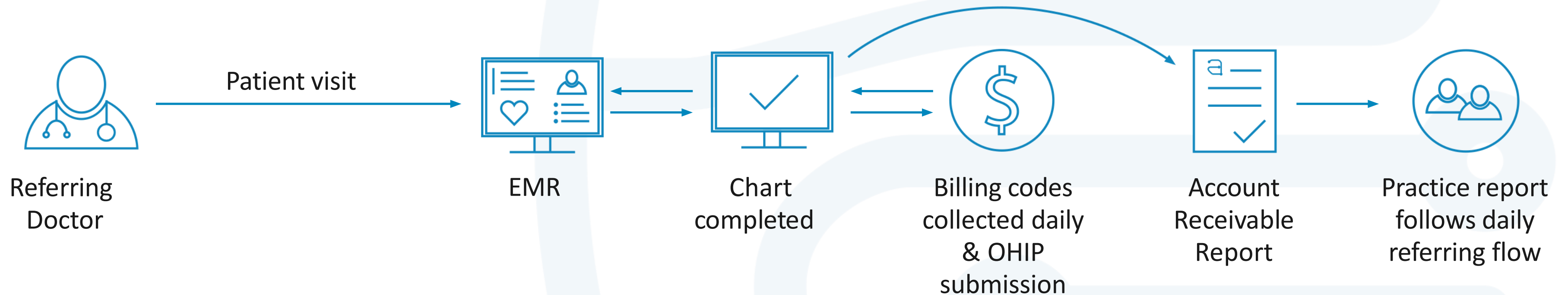
Uses log in access to automatically process billing daily

Collects billing codes from referral paperwork or within the EMR and integrates into billing software

Billing Reports made for Administration and submitted to OHIP

Rejection handling: Termination vs Actionable Item

Staff triage



Contact



(617) 792-5133

vikrum.malhotra@gmail.com

