

# Healthcare

Putting the Patient First  
With Intelligent Automation



## Delivering Human Healthcare

Healthcare networks face pressure to deliver personalized patient-centric health management, while also reducing the cost of care. Clinicians devote their lives to focused patient care and human relationships. However, constant procedural, technological, and regulatory changes force humans to act as administrative robots.

## Connected-RPA: Helping Clinicians Help Patients

From appointment setting to patient registration, employee HR services to clinical trial management, our RPA platform supports the healthcare industry in providing more efficient higher quality care to patients around the world.

### Transform the Patient Experience

- Release clinicians from administrative tasks to increase focus on patients
- Reduce visit waiting times on arrival and discharge
- Proactively engage patients with treatment plan updates

### Improve Data Quality

- Provide a single view of patient data for clinicians through aggregation of records
- Minimize information gaps through proactive record management
- Faster decision making on patient care

### Digitalize Human Resources

- Streamline recruitment for fairer and faster resourcing
- Optimize credential management of clinicians
- Improve onboarding and ongoing employee experience

## Hear it From Our Customers

**“Blue Prism has proven to be fundamental in enabling us to improve patient service, reduce operational cost and speed up key processes without compromising accuracy.”**

STEVE CHILTON, DIRECTOR OF IT SERVICES, UNIVERSITY HOSPITALS BIRMINGHAM, NHS TRUST

# Release Resources for Improved Patient Care

Clinical and non-clinical resources can be released to focus on personalized patient care by reducing the overhead of administrative tasks. Blue Prism's ability to integrate disparate care management systems minimizes the risk of human error, saves time and improves patient engagement. By utilizing Connected-RPA, healthcare providers can take patient experience to the next level with visualization skills such as facial recognition, image analysis and OCR.

## Case Management

Create cases or add data and notes to existing cases across systems. Reducing manual effort and minimizing risk of human error.

## Patient Engagement

Digital Workers can assign patient portal setup, access and send out links to patients following discharge. Treatment plans may also be automatically updated through the portals for patients requiring repeat visits.

## Hands-Free Check-in

Integrate with facial recognition technology to enable Digital Workers to automatically check-in repeat patients and retrieve their records on arrival, reducing waiting times and improving patient experience.

## Patient Information Presentation

Aggregate patient records which may be across multiple Electronic Medical Record systems to present a single view of all the facts for clinicians to help deliver truly personalized care.

## Patient Self-Service

Enable patients to register themselves at kiosks, significantly reducing check-in times and freeing up resources.

## Patient Diagnostics

Shorten the time between tests, results and treatment by connecting disparate systems and streamlining clinical pathways. Improving patient care and giving critical time back to clinicians.

## Why Connected-RPA



### Compliance

- Comprehensive, irrefutable audit logs
- End-to-end object & process change history
- System & process execution audits



### Scaleability

- Re-usable & shareable objects/processes
- Many-to-many process assignment
- Processes in parallel



### Rapid Deployment & Methodology

- Process Discovery
- Robotic Operating Model (ROM®)
- Success Accelerator



### Security & Access Control

- Veracode Verified Continuous
- Decoupled build & run
- Disk level encryption & data masking



### Performance & Stability

- Database layer resilience
- Supports hybrid-cloud infrastructure
- More productive & efficient



### Intelligent & Extensible

- Drop-in AI skills from DX
- AI Labs & Innovation Center
- Data Gateways



### INQUIRIES

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