



Leading Revenue Management Service Provider Enriches Support to Health Centers via a Digital Module for Enhanced Patient Referrals



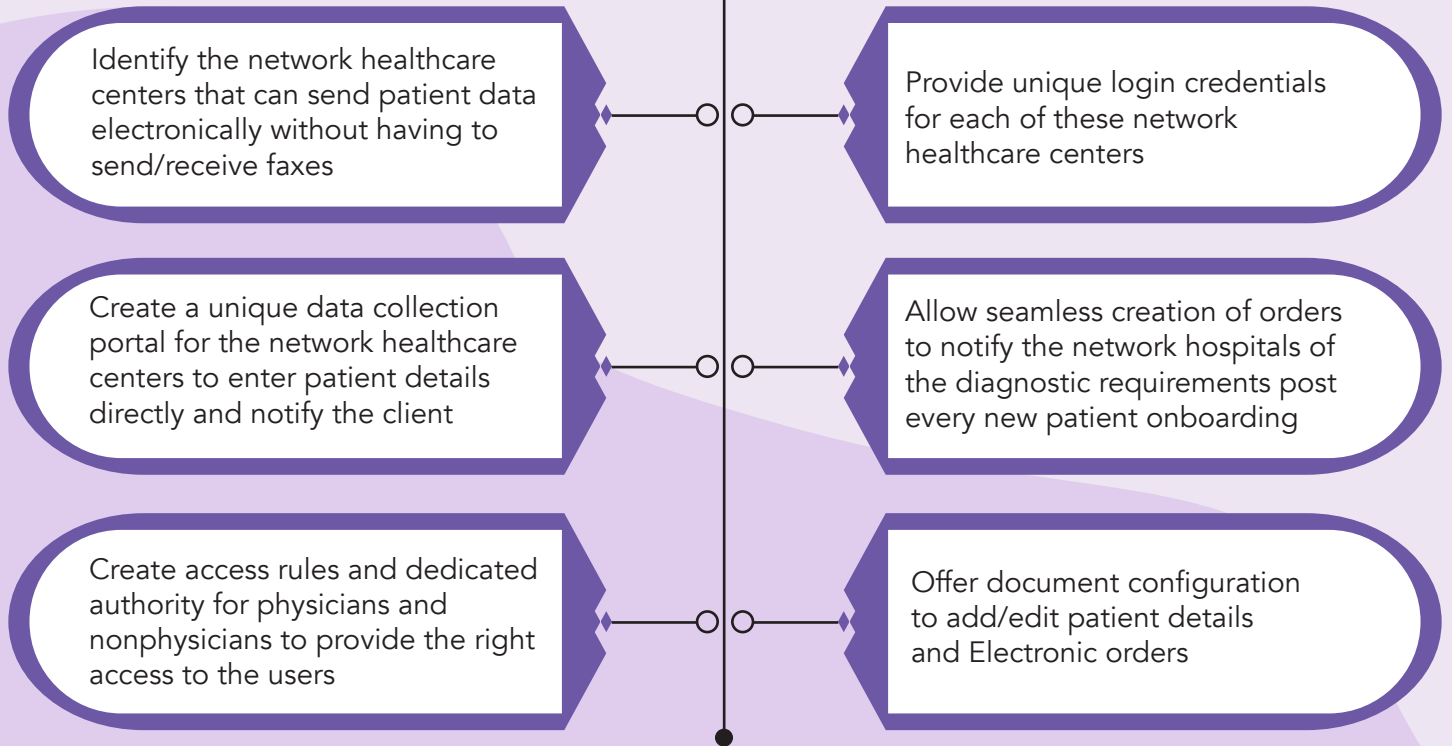
About the Client

The client is a leader in effective revenue management in healthcare by providing financial teams and stakeholders greater financial control to deliver better outcomes and frictionless experiences for patients, payers, and healthcare providers. They provide revenue management solutions to several hospitals and health systems in the United States. Their uniquely built End-to-end revenue management platform offers financial teams a complete set of market-leading solutions, leveraging deep end-to-end integration that creates a 360-degree view of financial performance across all stages.

Client Challenge

The client faced patient information and data management issues while collecting patient details from primary healthcare centers that needed an option of sending/receiving faxes. To solve this challenge, they sought a unique module synchronizing with their existing revenue management platform with zero intervention. In addition to the previously implemented Order Manager module, this would require a particular module that acted as a portal to collect data on their Patient Access System.

Business Needs



Technology in Focus

Azure Cloud Hosted Solution, Cosmos Database, SQL, Jotform, Order Manager, Elasticsearch, eFax, PDF Generation & Merge, Keycloak Authentication, Fax Orders

XTGlobal Approach

Along with the Order manager developed earlier for the client, XTGlobal developed a personalized Physician portal to help their existing platform solve the rising challenges and enhance network hospital engagement with the organization for more significant ROI.

XTGlobal Solution:

- Designed a personalized patient referral portal that network healthcare centers can use to input patient details directly on the client's platform rather than sending faxes.
- Developed access for physician and nonphysician users to Physician Portal. When these users process the order from the physician portal, it is visible as an electronic order in the Order Manager in the application.
- Offered Physician Group Maintenance Configuration and Physician Master Configuration options for creating users. On successful creation, physician users receive an email notification with access to the portal.
- Offered creation of role-based users in the portal like 'Physician Portal Staff,' 'non physician portal staff,' etc., for dedicated tasks.
- Provided unique user IDs and passwords to the network hospitals to create a seamless user experience.
- Were able to implement the module without intervening with the architecture of the existing platform and linked the portal with the Order manager to create a consolidated repository of all electronic orders, notice of admissions, patient onboarding/offboarding, type of codes, related corporate hospitals, and primary healthcare centers, etc.

XTGlobal Physician Portal Features

- 1 Physician Portal allows for Dynamic updates to Physician Master from HL7.
- 2 Create different types of users with access to different features so that the right users can access the right privileges.
- 3 The hospitals can determine which network healthcare centers can access the portal.
- 4 Minimize errors by submitting patient diagnosis details electronically rather than by Fax.
- 5 The look and feel of document layout can be configured differently for different hospital network by utilizing templates.
- 6 Enables two-way communication between Physicians at the healthcare centers and the hospital staff.
- 7 Users of Physician portal can create an order with details of patient by getting existing patient details or creating a new patient.
- 8 Enables referring Physicians to chose the facility within the hospital to refer the patients to.
- 9 Medical necessity is executed on the selected payer rule, ICD, and CPT codes to identify discrepancies between the diagnosis and proposed procedures.
- 10 Ability to submit supporting documents along with the patient referral



Business Benefits

- Enhanced Electronic order processing from network hospitals
- End-to-end non-invasive automation without changing any of the existing architecture
- Offered seamless dataflow between the organization and primary healthcare centers
- Manual errors and time consumption were reduced
- User engagement and order processing was improved resulting in faster diagnosis and patient relief



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