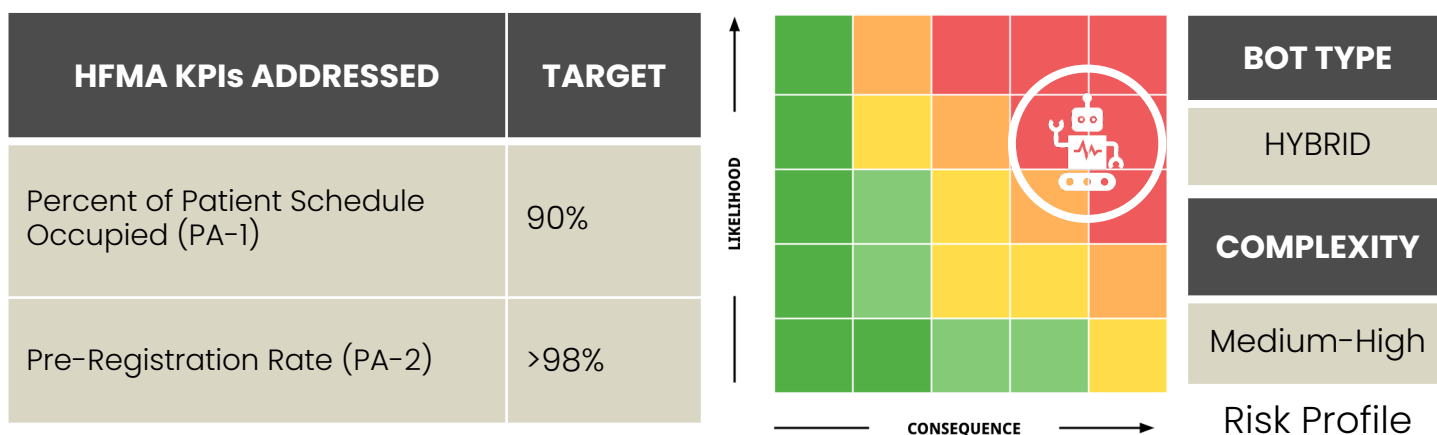


Summary: The best patient outcomes depend on timely access to care. Failure to provide timely access costs providers patients and revenue. Empty or canceled appointments leave providers with uncovered overhead. Patient health and provider cash flow depend on efficient and timely scheduling.

### UDig's Patient Scheduling Bot resolves this challenge.



ROOT CAUSE ANALYSIS	PREVALENCE	DESCRIPTION
HUMAN CAUSE	FREQUENT	UNABLE TO SEE OR QUICKLY IDENTIFY NEXT OPEN SLOT
ORGANIZATIONAL CAUSE	FREQUENT	ADMIN STAFF NOT WORKING 24/7
PHYSICAL CAUSE	PERSISTENT	MULTIPLE SYSTEMS THAT DO NOT COMMUNICATE WITH ONE ANOTHER

### Analysis:

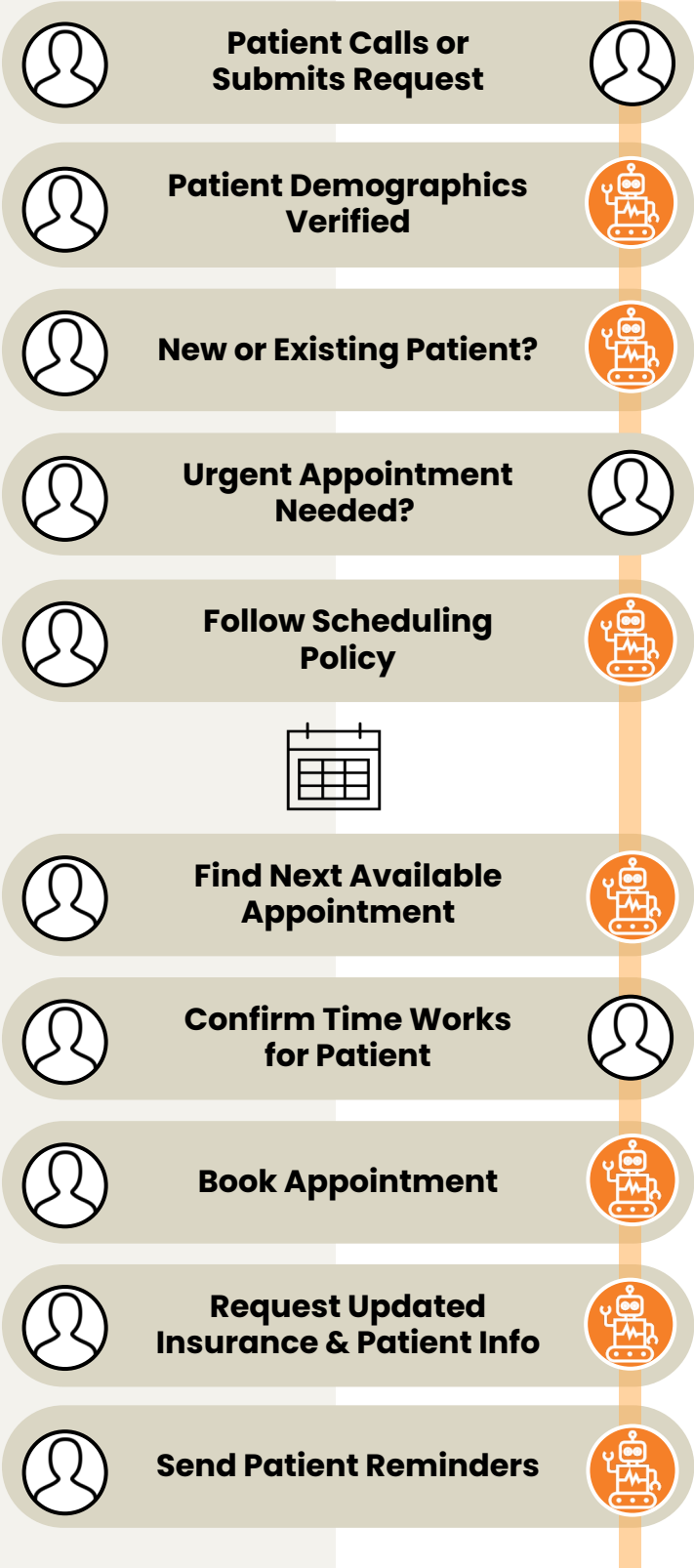
Optimizing the Percentage of Patient Schedule Occupied (PA-1) is worth more than \$30,000 per practicing physician or specialist. Using Robotic Process Automation (RPA) doesn't require changing existing EHR or scheduling systems.

Root cause analysis revealed a multi-faceted problem, caused by human error as well as organizational and physical limitations. Compared to other potential solutions, RPA was the most effective and least expensive approach to improve identified KPIs.

Existing Workflow

 x 10

More Human Touches  
Constrained Access



RPA Workflow

 x 3

Less Human Touches  
Continuous Access

**Patient Calls or  
Submits Request**

**Patient Demographics  
Verified**



Fast response time increases patient satisfaction without human touches

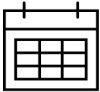
**New or Existing Patient?**

**Urgent Appointment  
Needed?**

**Follow Scheduling  
Policy**



Wave scheduling, wave and walk-in, double scheduling, time slot, or open booking – the bot follows your rules



**Find Next Available  
Appointment**



Fill any vacancies or cancelations to optimize the schedule

**Confirm Time Works  
for Patient**

**Book Appointment**

**Request Updated  
Insurance & Patient Info**



Speeds future claim processing while reducing manual touches

**Send Patient Reminders**



Limit or eliminate no-shows