



Case Study: Leveraging Technology

e4e Healthcare services

Celebrating
10
Years
2000-2010



Leveraging Technology

Clients Pain Points

- ⑩ Quality : Low first pass rate & data entry errors affecting cash flow
- ⑩ Manpower inefficiency : Extra manpower overhead
- ⑩ Turn around time : Delay in demographic and charge entry process

Our Solutions

- ⑩ Leverage technology: Scan & convert the facesheets into a output format capable of being uploaded into the billing system directly.
- ⑩ Scan, code & convert the coded charge sheets into a output format capable of being uploaded into the billing system directly
- ⑩ Re-engineer process : Review of end to end process to study bottle necks & break points

Outcome

- ⑩ Reduced cycle time by 50%
- ⑩ Increased first pass rate to 98%
- ⑩ Reduced FTE's by 50%