IMPORTANCE OF ROBOTIC PROCESS AUTOMATION IN HEALTHCARE

Almost 50% of U.S. healthcare providers plan to increase their spending on RPA in the next three years. The COVID-19 pandemic situation put additional emphasis on optimizing cost and addressing the scarcity of resources.

WHAT IS RPA, AND HOW IS IT HELPFUL?

Technology administered to manage business logic organized inputs is intended to automate business processes. RPA technology combines user interface and workflow execution. It joins human actions, such as mouse clicks and keystrokes, with workflow and business rules to generate a meaningful outcome.

Operating costs continue to be one of the significant expenditures in hospitals and healthcare institutions. Due to the pandemic, most healthcare players have witnessed a substantial dip in their revenue because of a drop in volume. It is critical for these organizations to identify opportunities and processes to improve overall efficiency and reduce cost.

RPA combined with artificial intelligence and machine learning can manage some of the complex business tasks that are time-consuming and involve a fair amount of human effort. RPA will help to optimize the cost and output, enabling resources to focus on complex and high-value tasks.

Vee Technologies has a large team of certified RPA engineers working closely with clients to identify processes and opportunities to implement RPA technology. Vee Technologies has experience working with several RPA platforms across multiple industries.

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OUR AREAS OF FOCUS

- Healthcare AR follow-up and denials management
- Healthcare pre-arrival services; eligibility and benefit check and update
- Authorization/referral management
- Healthcare credit balance resolution
- Medical coding
- HR employee background verification

One of our large healthcare clients contacted Vee Technologies to demonstrate our capabilities on RPA. In a week, our team put together a demo bot aligning with the client process requirement. After an initial review of the specification and efforts involved, we demonstrated a 35% overall improved efficiency.

The ROI is dependent on the process and efforts involved, varying for different processes and clients. Given our experience and projects we have worked in healthcare processes, our team is confident of showing a minimum 15% improvement in process efficiency.
Benefits with RPA

- **Improved Efficiency:** Bots can work around the clock without breaks and at a much faster pace, making the overall process more efficient, helping with quick turnaround.

- **Reduced Cost and Improved Benefits:** Once developed, the ongoing maintenance cost should be minimal, and we can see immediate ROI. It helps to save on the recurring cost.

- **Improved Quality:** Bots can deliver almost 100% quality as far as a business rule. Scenarios and workflow do not change, unlike humans, where there is always room for error.

- **Satisfaction:** Bots can take over the mundane and repetitive portion of the workload, allowing humans to focus on value-added tasks. They can bring a sense of achievement, creating harmony between machines and humans.

- **System and Process Agnostic:** Bots are system agnostic and can be implemented irrespective of the industry with some customization.

Challenges with RPA

- **Time Consuming:** The process of identifying and developing bots can be time-consuming and involve much effort from operations and development teams.

- **Threat to Employment:** As with any technology, RPA can eliminate repetitive and mundane jobs. It may appear to be a threat to employment that can hamper the RPA development efforts.

- **Investment:** There is investment and spending involved in the initial development of RPA that can be time-consuming. And an ROI may take some time.

- **Implementation:** The study shows that 30% to 50% of the RPA projects fail or are shelved after initial implementation. The rollout to production and implementation can present challenges that may show unwanted or incorrect results.

There is no off-the-shelf product when it comes to RPA, and even for similar industries and processes, the workflow and efforts vary from client to client. One must understand the requirements, business rules, workflow system, and activities clearly, along with the minimum advantage and ROI we can realize by implementing bots.

The initial due diligence and meeting of the minds may take a while, and it requires patience that is key to the success of RPA.

Meet the Author

**Roopesh Shetty - Assistant Vice President Operations and Sales Support**

Roopesh Shetty has been with Vee Technologies since 2012. He has over 18 years of experience in managing RCM services for some of the most reputed academic, community hospitals and billing companies in America. His background in operations and client service provides the leverage to understand, articulate, and provide an optimal solution. He is extensively involved in onboarding, implementation, and account management for most of our prominent clients. Roopesh has a Bachelor's degree in Accounting and Business Management and is an MBA candidate at University of Illinois.