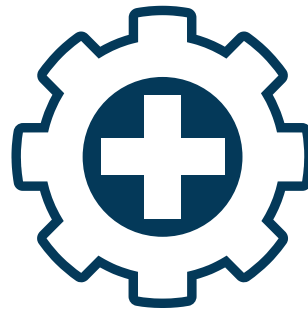
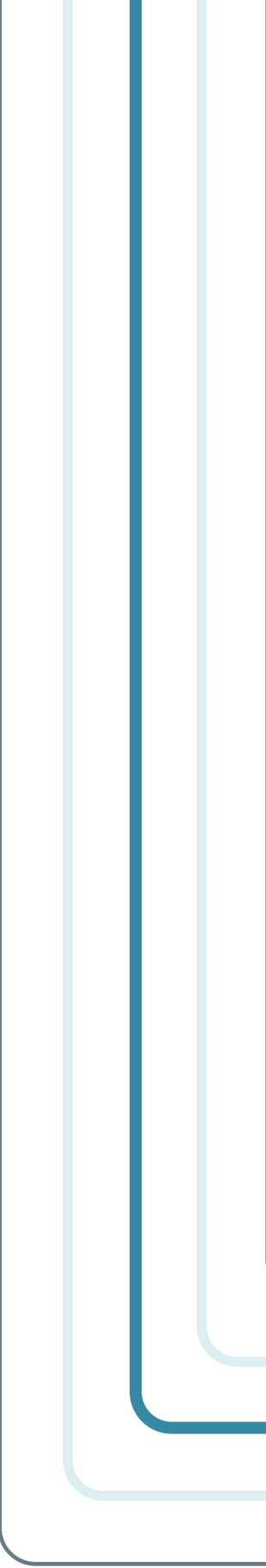




IMPROVING PATIENT LIVES

*with Transparent
AI & Intelligent
Document
Processing*



Improving Patient Lives with Transparent AI and Intelligent Document Processing

In every industry, getting your product in a customer's hands faster is a top goal.

For a leading developer of healthcare therapy devices, this goal is even more important. That's because their devices treat lymphedema, the swelling of the fluid buildup in the limbs. From the time that a patient is prescribed their device to when the patient receives the device to get relief ranges from 30 to 50 days.

So reducing the time that patients have to wait greatly improves their lives many days earlier. In addition, streamlining the complex document workflow between this company, clinics, and insurance companies helps this company receive insurance payments much faster.

Streamlining Complex Document Workflow



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”

What Did They Use to Relieve the Administrative Burden?

They first turned to Ephesoft to read and process documents for their Veterans Affairs Department, as it is a much smaller department with little variation in document templates.

If things went well, they would implement Ephesoft in their Account Services Department, a team of around 30 people that worked with a much wider variation of document templates.

However, they never implemented Ephesoft any further than their VA department as it could not consistently perform simple data recognition.

“We were getting garbage recognition on a lot of stuff with Ephesoft, so we could never trust it,” said one of the company’s Enterprise Software Architects. “We were constantly having someone go back and double check it because we couldn’t trust the data.”

Consistent document identification was also a problem for Ephesoft as it failed to identify approximately 10% of VA department documents.

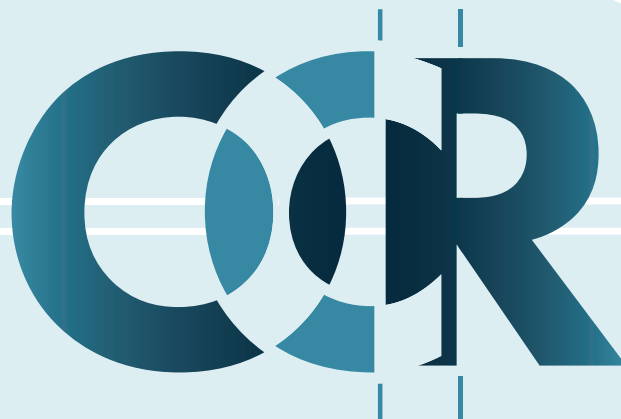
“Again, it just led to a lack of trust in the system and a lack of trust in our teams,” he said. “It was really hard on the Change Management team because the analysts who implemented Ephesoft hated it. They didn't want to use it.

“We were not able to use Ephesoft for any other department, because it didn't work well enough for us to roll it out beyond the VA.”

Powerful Document Processing with Grooper

The Enterprise Software Architect then found Grooper as a replacement for Ephesoft. One of the biggest reasons that he was optimistic about Grooper is its native integration with Microsoft Azure Cognitive Services for highly accurate data capture / OCR and handwriting recognition.

This company was already using Azure, so the Grooper implementation was easy.



Grooper also features extensive image processing capabilities to clean up document images that give OCR many problems. For example, faxed documents are commonly skewed, have specks, or have blurred words or numbers. Without strong image processing, OCR would have much worse data recognition accuracy on faxed documents.

Robust image processing has benefited the company, as they receive and send many faxes daily to clinics or insurance companies.

“Because of that, we're able to get really good OCR reads; both on our unstructured data and also on handwritten forms,” he said. “The quality of recognition that we're getting is great, which is a huge step up from Ephesoft.

“Beyond that, identifying the type of document is very good with Grooper.”

SPECIFICALLY, GROOPER IS BEING USED TO:

- Identify the document type of each incoming fax out of 30 different document types
- Extract patient information for rapid patient identification
- Streamline data workflows
- Greatly relieve the administrative burden of manual data entry
- Reduce paperwork cycle times
- Improve the product shipment time for patients

Smooth Transition

Implementing Grooper has been a smooth transition for the VA Department, and even those who haven't worked with intelligent document processing software.



"The analysts that we had assigned to it, who had never had any experience with OCR or Grooper before, just really loved it," he said. "They just dove in and started to be a champion for the product and technology."

"That was amazing for me to see that the product sold itself to our teams, and they were able to drive it themselves."

With usage in the VA department running smoothly, the company is implementing Grooper in the much larger Account Services department. Beyond that, they are looking for ways to provide patients with real-time feedback and improve patient's lives many days earlier.

"That was amazing for me to see that the product (Grooper) sold itself to our teams, and they were able to drive it themselves."

- Enterprise Software Architect

For example, in order to receive one of this company's devices, lymphedema patients must satisfy strict insurance requirements. To do this, many patients have to re-visit their doctor for their medical records to be updated.



This is a slow process that takes days as it relies on manual work. Clinics send in incomplete records, the company then manually reviews them, and then manually notifies the patient that another doctor visit is required. The patient then has to contact their doctor's office again to set up another visit.

But this time-consuming process can be drastically sped up through automation using Grooper.

For example, when the company receives patient records and processes them through Grooper, key data and terminology could be extracted and automatically compared to a rules engine, and an e-mail immediately sent to the patient.

"Maybe the patient is in the clinic right now when they're sending in their documents," he said. "If we can get some information back to them about a future visit that they need, they can schedule that right then when they're at the office.

"Any way that we can reduce that cycle time and cut down the time to shipment is huge."

When it comes to automation and intelligent document processing, being able to inspect, understand, and change why a solution made a decision is of top importance. As the company continues to leverage Grooper to save costs and save their patients valuable time, they know they have a solution they can trust.



"When it comes to automation in general, if you don't have confidence in it, you're going to end up doing twice as much work," he said.
"You're going to end up double checking everything. If you don't have confidence in it, it's just a waste of time."

"We're able to get really good OCR reads with Grooper; both on our unstructured data and also on handwritten forms," he said. "The quality of recognition that we're getting is great, which is a huge step up from Ephesoft."

- Enterprise Software Architect



For more information on how Grooper is improving document processing, visit **Grooper.com**. You can also email us at **marketing@bisok.com**