

PROCESSING OF PRESCRIPTIONS FOR A GLOBAL MEDICAL TECHNOLOGY COMPANY

HIGHLY INTELLIGENT PRESCRIPTION PROCESSING USING A CUSTOMIZED PROCESS LOGIC AND CORRESPONDING AUTOMATION TECHNOLOGY



Challenge



Incoming prescriptions must be processed as quickly and as accurately as possible

Solution

Automated processing of incoming mail and downstream services in the competence centre

Benefit



Increased efficiency and **streamlined resources**

In addition to carrying out mailroom services, SPS is also responsible for processing the prescriptions of a global medical technology company with over 90,000 employees in more than 150 countries. It is extremely important that the company's incoming prescriptions from its customers are processed as quickly and as accurately as possible and then used to generate cost estimates that are then forwarded to the funding bodies. SPS provides the perfect solution for this thanks to its use of corresponding automation technology for the processing of incoming mail, and a competence centre staffed by individuals who know the processes and requirements of medical technology companies inside out.

Once the incoming mail has been prepared (i.e. opened, sorted and stacked), the hard-copy documents that require processing are digitalized or scanned using a high-performance scanner. Furthermore, each document is assigned a special ID, which is important in subsequently allowing any documents that need to be retained and used as supporting evidence for related invoices to be archived and retrieved.

A defined, highly automated and constant exchange of data with the client ensures that the scanned data, in the form of XML files, is enhanced with important content from its customer accounts so as to ensure that important information is accessible for any subse-

quent processes. The technology involved was programmed by SPS to ensure that the client can use associated RPA technology. SPS uses technological connections for the data enhancement process. The operators are given clear, predefined mandatory field specifications and informed about extra optional fields. As such, in the event of any subsequent further optimization and automation requirements, SPS can easily use other available information and pass it on to the client. Furthermore, where necessary, SPS can use the technology to analyze the collected data and examine how accurate the processing is and introduce appropriate quality measures.

95% automated data collection and continuous learning

In total, 95% of the content of the prescriptions can be read automatically. The remaining documents that cannot be clearly assigned to a specific document class or from which relevant information has not been sufficiently automatically extracted are manually post-processed by the trained SPS team via the technology interface, which can be used at any site and is designed to ensure that documents can be swiftly and efficiently but also easily recorded. The entries made by the post-processors in the verification program help the software to learn various types of information, for example the location and structure of document content. This ensures that the automated document processing is continuously improved, so the manual post-processing work involved is simultaneously reduced.

Processing to close the case and initiation of subsequent processes

The captured information together with the document images and relevant metadata from the customer accounts can then be transferred to subsequent systems, for example CRM and ERP systems, databases, archives and workflow systems, which then create the corresponding cost estimates for the funding bodies (thus closing the case) and store the data in various different databases; alternatively the cost estimate data can be stored in other subsystems used by the client, as well as in SAP CRM. The relevant data streams follow specific predefined decision trees that can be individually customized. This intelligent process for dealing with incoming prescriptions for the medical technology company also benefits subsequent processes, such as the processing of outgoing mail, for example because documents are easier to find and have

already been enhanced with relevant data and are used for subsequent process chains. Further levels of automation for the client's processes are already in the pipeline.

Optimum combination of the right employees, processes and technologies

This case study shows how the optimum combination of the right administrators, specifically designed processes and high-performance technologies can enable a medical technology company to seamlessly and efficiently handle business processes that are critical to its success – 24 hours a day and even independently of manual processing. The result is increased efficiency and streamlined resources. SPS has actively contributed its know-how and involved technology partners in the medical technology company's data processing.



About the customer

The company is a market leader in medical technology. More than 80,000 employees all over the world work to ensure that the needs of patients and healthcare professionals are met.

