

Use Case:

Paper/Fax

Requisition Workflow

Every day, more than a 1,000 requisitions are received via fax in a typical mid-size Hospital.

Along with the actual requisitions there are a large number of non-useful advertisements and junk faxes that need to be manually sorted by clerical staff.

Once sorted, the requisitions need to be delivered to each modality for review and protocoling prior to scheduling.

Work effort to collect, sort, print and distribute requisitions by clinician 4.5 hours/day. Charge Technologist work effort to review, look up and review prior reports, protocol or send to radiologist is 1.5 hour/day/modality. With 7 different modalities, the total work effort is 15 hours/day to manage requisitions.

FTE calculation at \$40/hr this is a departmental expense of \$600/day.

Performing the manual task of printing and sorting the fax requisitions is a low value activity that must be performed before the high value activity can be initiated.

Hospitals currently staff their Diagnostic departments with clerks who regularly must check the sorted requisitions for accuracy and then distribute them to the appropriate Charge Technologist in each modality before the exam can be scheduled.

Implementing automation allows the digital 'bot' workforce to analyze all requisitions, sort them and distribute them for protocoling in a digital format. With the inclusion of automated scheduling, additional value can be brought into the organization.



Efficiency Gains – 15 hours/day or \$216,000/year

Staff are able to be redeployed to higher value activities that directly impact the patient experience.

BENEFITS



Clerical staff have increased job satisfaction with the reduction of menial task workload.



Charge Technologist have more time to interact with Patients and other high value activities



Patients are able to have their requisitions sorted in near real time resulting in faster times for the scheduling of appointments.



Management has objective data points for resource allocations based on realtime workflow tools and analytics.

EXAMPLE WORKFLOW DETAILS



Fax Received from Physicians Office. Digital Files are scanned and junk removed.



Files are sorted by modality. Requisitions are reviewed for completeness and accuracy. Issues are sent to clerk for review. Complete files sent to charge tech for each modality. Mammography, General, Nuclear Medicine, MRI, Interventional and US



Previous reports are searched from EMR system (Meditech, Epic, Cerner). Prior reports stored with new requisition.



Order created in EMR system and protocol sheet create and automatically created and stored. Completed documentation sent back to clerk.