

Optimizing Patient Intake

Top Psychiatric Hospital



Challenge

With a vision to provide a high-quality patient experience, a top psychiatric hospital wanted to optimize the intake process.

- The current, decentralized workflow created unnecessary complexity for patients and caregivers.
- To ensure continuous improvement, the client wanted access to real-time status and analytics.

The overall goal was to create a central data repository to streamline the process and improve visibility to key information.



Solution

TEKsystems Global Services recommended Salesforce with custom features to optimize the intake process and unify the patient experience.

Our team of experts:

- Implemented Salesforce and enabled key out-of-the-box functionality.
- Automated pre-admittance tasks, including insurance review, financial clearance, and scheduling.
- Developed a solution for pre-admittance status tracking to simplify the process.

The comprehensive approach improved the overall patient experience and enhanced operational performance.

Results

TEKsystems Global Services provided a holistic solution with Salesforce to streamline the workflow from the initial patient contact to admission.

- Created a consistent patient identification process through admission.
- Developed a unified interface to simplify the patient journey.
- Automated processes to provide a single view to track the status of all tasks.
- Integrated Salesforce with other systems to streamline processing of information.

The system enabled all tiers of employment to view processes and metrics via a consolidated dashboard, supporting the client's goal to continuously improve.

Our solution streamlined
workflows and **provided**
visibility to key metrics.