

CASE STUDY

HEALTHCARE SOLUTION IDENTIFIES PATIENT DEMOGRAPHICS AND VALIDATES ELIGIBILITY DURING REGISTRATION PROCESS

Client Background

Our client specializes in helping hospitals improve operations, streamline patient flow, and enhance care and revenue while engaging its communities of care. The company delivers innovative software and services backed by a complement of hosted and SaaS-based solutions to enhance patient care delivery and better manage the business of healthcare.

The client provides software and services to hospitals nationwide – from large multi-facility hospital systems to independent community facilities and Integrated delivery networks.

softserve

Business Challenge

The client wanted to be competitive in the market. While its existing legacy system had extensive functionality, it was outdated from a usability and attractiveness point of view. Thus, the main goal was to provide the functionality of the existing legacy modules with a new browser-based 'metro-style' UI. Additionally, there was a need to provide advanced data validation and workflow capabilities such as demographics, address, and eligibility to remain competitive in the market.

Project Description

SoftServe consulted with its client to develop a solution to identify a patient's demographics and validate his or her eligibility data – through an external vendor – during the registration process. The SoftServe team built the integration framework, which can be used with any validation vendor. The vendor-agnostic approach is supported by using a transport layer to communicate with the external validation services vendor.

Value Delivered

The client was the first company to offer a unique user experience using the best in KLAS passport service to validate information under a single UI, while entering the information, and integrating it with the patient access products.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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