



# RPA Helps Treatment Center to Deliver Better Patient, Staff Experiences

## *R-Path Automation Success Story*

### Background

A California-based treatment center provides both adults and youth with full-service behavioral healthcare for substance abuse and mental health treatment. The center has multiple facilities, including residential and outpatient care centers and clinics.

The center's mission is to provide high-quality integrated care for patients and their families, regardless of financial resources. Because of this mission, and the center's non-profit status, the organization must manage expenses carefully.

Many organizations—government agencies, insurance companies, and providers—play a role in patient care, so data often needs to be transferred from one system into another. Of course, every process that requires data management between systems is both costly for the center and laborious work for employees. Fortunately, these tasks are ideal for Robotic Process Automation (RPA).

### EHR Process Automations



**250% Return  
on Investment**



**3,700+ Hours Saved**

## Approach

The center has implemented RPA to address two data management challenges. Both involve myAvatar, an electronic health record (EHR) designed for governments and organizations that provide behavioral health and addictions treatment. The center uses myAvatar for its system of record, whereas the local public health department uses a different implementation for managing the county's substance abuse disorder (SUD) information.

The first RPA application deals with the center's own use of the EHR. The center's counselors conduct regular group therapy sessions. Certain patients are expected to attend each session, and this information is managed in myAvatar.

The EHR exports the group session information into Excel to enable the counselor to record session details. For example, the spreadsheet contains specifics for the meeting, the names of the attendees, charge codes for billing purposes, etc. Without accurate information on attendance, the center cannot bill the payer, whether patient or family, managed care organization, insurance company, county, or another government entity.

The problem is that the software does not provide a way to import the edited Excel document after a meeting. Instead, the center's employees need to spend hours each month manually entering this information back into myAvatar. Now, RPA does this work automatically.

The second application reconciles patient data with the local public health department's EHR. The process requires logging into a web-based platform, searching for a patient record, comparing

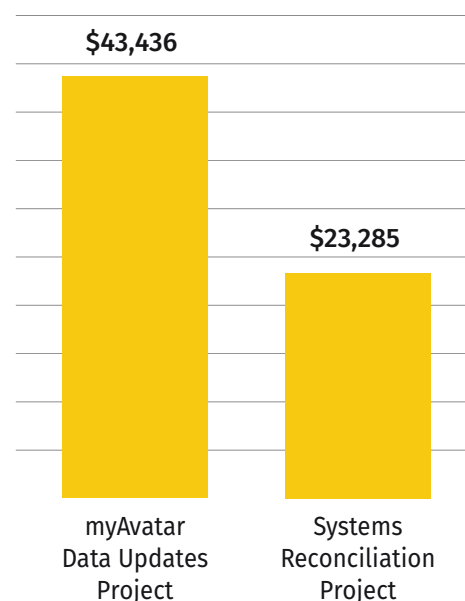
the department's patient information with the center's in myAvatar, and making any necessary corrections to the center's record.

Any discrepancy in patient information—date of birth, name variations, address, or other identifying information—causes either a delay in payment or rejection of the claim altogether.

Using RPA, this comparison between the two systems is done automatically, and a report is created with all of the discrepancies, specifying the values that differ. This report is used by the center's staff to correct their records in myAvatar, ensuring timely and complete payments.

### Annual Costs Saved Per Process with RPA

Manual, repetitive tasks are costly, but thanks to RPA, the treatment center is now spending these dollars on work that improves employee and patient lives.



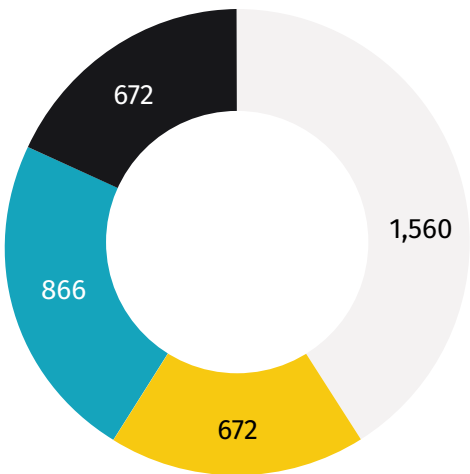
## Results

The treatment center was able to use RPA to make its team’s work easier, reduce errors in billing, and accelerate payment receipts. Perhaps more importantly, however, the center gave their staff more time to focus on patient activities, delivering a win for employees, a win for patients, and a win for the organization.

Quantitatively, the center saw an ROI of 250%, based solely on the salary allocated to the aforementioned data management activities versus the spend on RPA software and implementation. Today, the center continues to expand its use of RPA for other tasks to save money, streamline operations, and improve staff and patient outcomes.

### Manual Hours Per Process Per Year

After deploying just four RPA projects thus far, the treatment center has saved 3,770 total hours of manual effort.



## Ideal Tasks for RPA



Data Manipulation



Transaction Processing



File Management



Data Inspection



Online Data Collection