



Automation for Healthcare

At the forefront of health
discovery and innovation



Automation Drives Integrated and Coordinated Care



**Affordable
healthcare and
access to all
consumers**

**Deliver world-
class quality
healthcare**

**Patients, not
profits, are the
focus**

Explore the art of the possible

The Four Pillars of the Fully Automated Enterprise™ for Healthcare



Assign automatable work to robots

Robots do the mundane and repeatable work



Provide a robot for every person in the company

Robot assistants augment and empower human workers



Democratize development

Workers can automate simple tasks with low-code apps

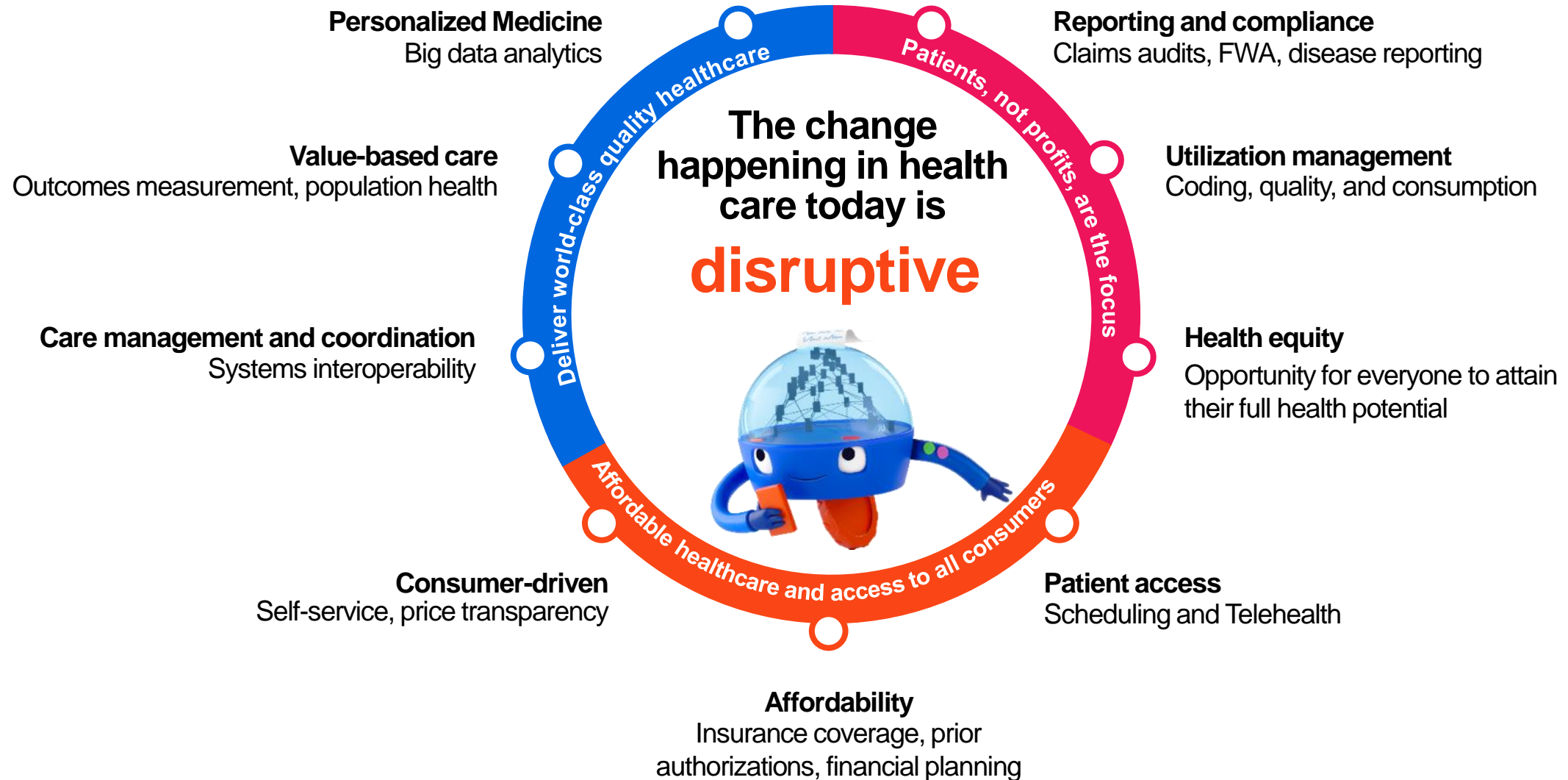


Unleash AI across every facet of work

Deploy AI to build smarter robots and spot every automation opportunity

The UiPath Platform delivers the fully automated enterprise

Opportunities



Affordable Healthcare and Access to All Consumers



Affordable Healthcare and Access to All Consumers

Improve consumer and patient experience



Patient access

Provide multiple point-of-care options, such as telehealth, remote monitoring, and in-home visits, to engage patients where they want to be met



Affordability

Reduce non-value added work and administrative burdens to provide cost appropriate care



Consumer-driven

On-line self-service options for scheduling, accessing results, and conversing with your caregiver

Affordable Healthcare and Access to All Consumers



Increased self-service options

30-40%
Improved NPS

Improved patient loyalty

20%
Leakage reduction

Price transparency

15-30%
Cost reduction

Outreach

10-25%
Health equity
improvement

Customer Highlight – Hackensack Meridian Health (HMH)



Industry: Healthcare
Region: Americas
Department: IT
Products: Core RPA, Insights

Challenge

There is currently no process for proactively monitoring the performance and health of the MyChart application (Web) and HMH Well (Mobile). A problem or failure in any of the 9 services, such as Covid status, health or billing summaries, or test results, can create poor patient experience, frustration, and negative perception.

Solution

An unattended robot (as a proxy patient) would be checking all the 9 service modules every 15 minutes. Health and performance statistics would be reported in Insights Dashboard and if there is issue in any module, then a ticket would be raised in Footprint ticketing tool with apt. details(TAT, Latency) in ticket.

- Proactive Monitoring of essential services in MyChart Application & raising Footprint tickets in case of service unavailability
- Quality of Service ensured to the patients on MyChart application
- Impacts all Registered Patients



\$75,147

Potential gain

Touches

QoS of all registered users

2,147

Hours saved per year

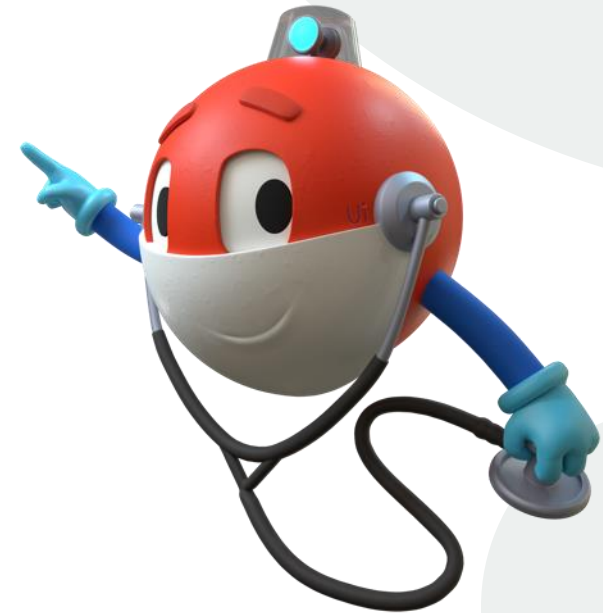
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Min turnaround time

Processes Automated

Open Chrome Browser > Login into MyChart Application > Check all the 9 Use Cases > Report service health status in Insights > Report Service failure in Footprint > Repeat the same process

Deliver World-Class Quality Healthcare



Deliver World-Class Quality Healthcare

Enhance population health and employee satisfaction



Care management and coordination

Sharing data and information between systems and across complex institutions, as well as communication with all participants in patient care, empowers safer, more effective care



Value-based care

Shifting to wellness and preventative care, and standardizing healthcare delivery processes, supports care pathways that improve healthcare outcomes and reduce costs



Personalized medicine

Including genetic, environmental, and lifestyle data with clinical data, improves prevention, diagnosis, and treatment for the patient

Deliver World-Class Quality Healthcare



Creates system interoperability

40-50%

Less manual data
transfer tasks
performed

Minimizes clinician burnout

25-30%

Physician
satisfaction
improvement

Improves care quality

15-25%

Less clinical
errors

Reduces costs

20-45%

Increase in
patient
compliance

Customer Highlight – Hackensack Meridian Health (HMH)



Industry: Healthcare

Region: Americas

Department: Admissions

Products: Core RPA

Challenge

Patients are required to receive education within 30 days of all procedures. The educational materials are available on a new web portal, MyTonomy, commonly known as “My Learning Center.” Many registered nurses, advanced practice nurses, and physician assistants register patients and assign education for general admitting and surgical. Though ~400 requests are received daily, team members are only able to register 150 patients per day with intense manual efforts. This delays patient admissions and contributes to canceled or delayed procedures and unsatisfactory patient experiences.

Solution

Deliver unattended automation by leveraging a UiPath Robot to execute processes daily using core RPA capabilities. Collaborate with Patient Experience & BI teams to re-engineer and streamline processes to increase efficiency and productivity.

\$2,264,706 Potential gain

<20%
Reduction in re-work

44,845
Hours saved per year

<1
Day turnaround

25
Team members

Processes automated

Oracle BI app > Generate BI report for patient data from Epic > Open BI report and select first patient > Access MyTonomy app > Register new patient > Assign patient education > Submit patient registration > Repeat for each patient in BI Report

Customer Highlight – West Tennessee Healthcare



Industry: Healthcare

Region: North America

Department: GI Clinic

Products: Attended

Challenge

- Gastro Health practice (194 Clinicians) were spending 45 minutes to 1 hour per day generating Pathology Letters
- The eClinican navigation and letter creation process was over 55 clicks end-to-end
- Customer application workflow was in consideration due to compliance needs. \$200K, plus 4 months of development was planned

Solution

- Posting adjustments at the encounter level, primarily for self-pay balances and adjustments.
- Applying Action Codes at the encounter level, including the encounter code, Action Code, and text comments, as well as importing other data as needed.
- Identifying work items at the encounter level, such as mapping insurance eligibility to remove an account from collections opening claims.

9 minutes

Reduced from 45 minutes per day

47%

Cost reduction (equivalent to \$2M)

1 week

Time to develop

5 clicks

End-to-end



We realized there was a future in RPA.

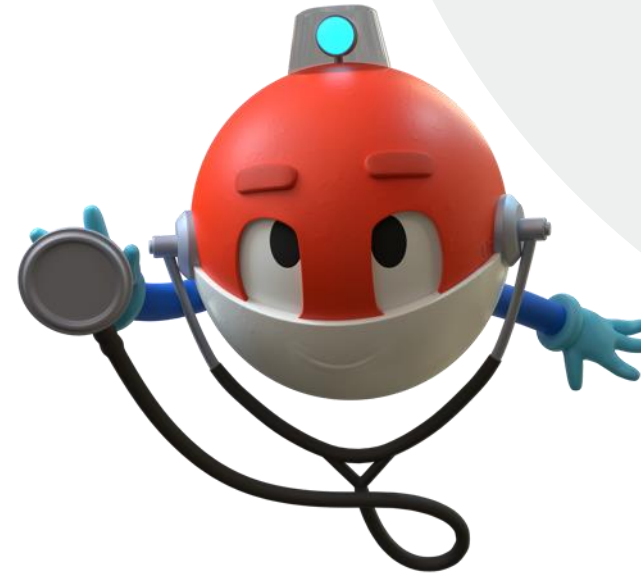
Wade Wright

Executive Director of Patient Financial Services, West Tennessee Healthcare

Processes automated

Reducing administrative burden with digital assistance

Patients, Not Profits, Are the Focus



Patients, Not Profits, Are the Focus

Putting the patient at the center



Reporting and compliance

Minimize fraud, waste, and abuse, maximize revenues, and improve quality with 100% in-depth audits and timely government reporting



Utilization management

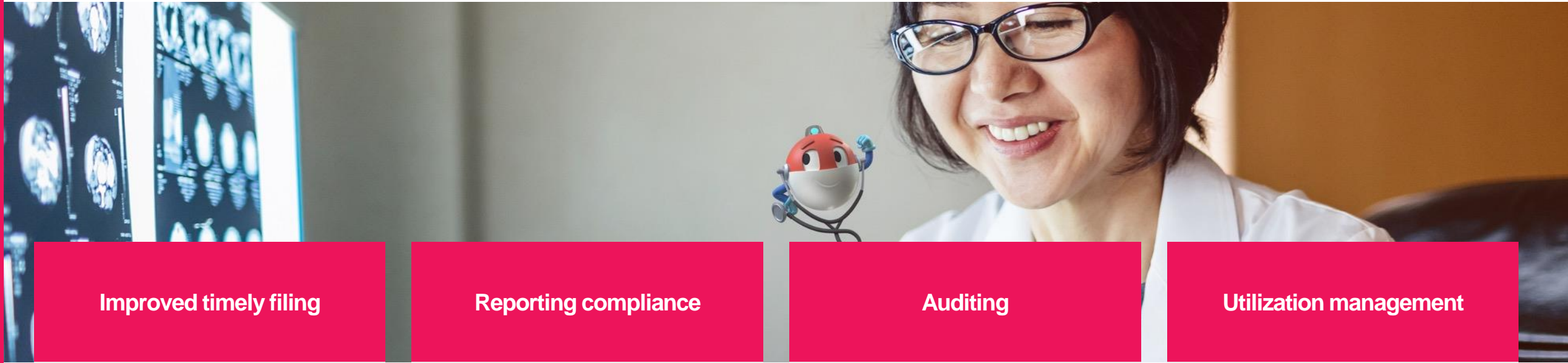
Seamlessly integrate utilization review, risk management, and quality assurance to ensure the judicious use of resources and deliver of high-quality care



Health equity

Maximize care regardless of social position or other socially-determined circumstances

Patients, Not Profits, Are the Focus



Improved timely filing

60-75%

Decrease in
denials due to
SLAs

Reporting compliance

40-50%

Increase in meeting
government, state,
and local reporting
requirements

Auditing

20-30%

Reduction in
fraud, waste
and abuse

Utilization management

10-25%

Reduction in
unnecessary tests
or procedures

Customer Highlight – Hackensack Meridian Health (HMH)



Industry: Healthcare

Region: Americas

Department: Revenue Cycle Management

Products: Core RPA

Challenge

Denied claims are medical billing claims processed by the payer but marked as unpayable for patients. Revenue Cycle Analysts process denials for ANSI-16 M119 remark codes daily as frequently as capacity allows. M119 claims are denied due to missing/invalid National Drug Code (NDC) inner/outer codes for medications. Five team members reconcile denials daily, but even with intense, tedious manual efforts, there's significant delays which builds a backlog of unprocessed claims and leads to missed revenue for all hospitals.

Solution

Deliver unattended automation using UiPath Robot to execute process daily using core RPA capabilities. This bot will be an extension of the existing Denial ANSI-16 N30 bot with additional tasks.

\$28,240

Potential gain

\$14M

Revenue pending in M119 denial claims/yea

839

Hours saved per year

<1

Day turnaround

5

Team members

5%

Reduction in rework

Processes automated

Access Remittance, Payers, from shared drive > Login to Epic Hyperspace > Access claim in patient account > Capture inner NDC in claim > Lookup inner NDC in report or NJMMIS app > Locate matching outer NDC > Update claim with outer NDC > Resubmit claim for processing

Customer Highlight – Texas Children’s Hospital



Industry: Healthcare

Region:

Department: IT

Products: Core RPA

Challenge

- Out-of-network patients were registered appropriately in Epic but also needed to be registered in another application outside of Epic.
- This task is entry of information into Epic and re-entry into Connect.
- Due to staffing shortages turnover, education and training, and human errors, the external connect form was not being populated.
- As a result, the contracts team was unaware that a new single-case agreement needed to be created for the out-of-network patient.
- Better facilitate single case agreements through to the contracting team. TCH realized they were leaving 1.2M (conservative estimate) – 6M on the table from missed single case agreements.

Solution

- The end-user enters the information into Epic and now clicks one additional button to submit the single case agreement into a workflow. The UiPath bot manages the queue and extracts the information from Epic and enters the information into the external connect form.
- The Contract team picks up the information from the connect form and then facilitates new agreements with the payers to receive an out-of-network authorization.

\$1.2M- \$6.0M

Potential gain

\$1.2M- \$6.0M

Potential gain

High

Revenue impact

High

Risk/compliance

High

Team experience

High

Strategic

Processes automated

- Accelerates out-of-network case agreements
- Maximizes revenue
- Improves team satisfaction, productivity
- Impacts all hospitals



Geisinger



55% of the top 100 health systems use UiPath



UiPath and Healthcare



Large Universal Healthcare Success Stories



Largest IDN (12B)

Heavily optimizes RCM costs in Epic

COE

Attended & unattended + Document Understanding, AI & ML & NLP

Savings: \$10M

In place: 2 years

Attended robots: 900

Innovative hospital (3B)

Improves care coordination and reduces administrative burden

Federated through innovation COE

Attended & unattended + Document Understanding, AI & ML & NLP

Savings: \$14M

In place: 1.5 years

Robots working in Epic: 20

Clinical hours saved: 220,000

Chart retrieval service

Grows ARR by 4x without needing to hire new employees

COE

Attended and unattended
Savings: \$1M

In place: 2.5 years

Charts extracted: 350,000

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Unleash AI across every facet of work

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Automation Opportunity in Healthcare is Large

~50%

of work in healthcare
is automatable,
representing 59
million employees
worldwide

**The UiPath Platform enables
healthcare to automate administrative
operations, clinical workflows, and
other business functions.**



¹Source: [EY - how-do-you-ensure-you-are-automating-intelligently](#)