



Case Study

World-Leading Diagnostic Testing Organization Selects a2ia DocumentReader to Modernize Operations within Primary Business Unit

Overview

A2iA delivers more access to complex data, making manual tasks, automated. As the worldwide leading developer of data recognition and intelligent document classification software, the organization is dedicated to making all types of information searchable and reportable, regardless of whether they are written in machine print or cursive handwriting. With a focus on research and development, all technology is built in-house without the use of third-party engines, allowing for customization and complete control over its capabilities.

Based on these successes, a U.S.-based clinical laboratory approached A2iA to improve their efficiency and workflow. Not only is this organization being a self-proclaimed pioneer in innovative and advanced healthcare IT solutions, but they are one of the world's largest providers of diagnostic testing services.

Because of its significance, the project needed to reach a considerable level of performance to validate the change and win buy-in from stakeholders within the business, operations and technical teams.

Challenge

Initiated by the customer's C-Suite as part of a five-year savings plan, the organization looked to modernize operations within its primary business unit and to automate its paper-based processes. The chosen solution was required to provide value with respect to shortened processing times and increased efficiencies, but also by delivering an ROI.

Additionally, since this venture was to completely transform the original way of doing business, it needed to reach a significant level of performance to validate the change and win buy-in from stakeholders within the business, operations and technical teams.

Like many clinical laboratories, their received requisition forms are complex and workflow automation with traditional recognition software was difficult to achieve. Processing these complex lab requisitions within the original workflow involved three main steps, all of which were performed by-hand and involved data entry and manual document indexing – totaling approximately 200-thousand documents per week, or 10-million per year. Not only was this labor-intensive process slow, but it was error-prone.



Solution

A2iA's Research & Development and Product Management teams worked hand-in-hand with the laboratory to analyze the document-types and workflow, and to develop a strategic plan.

New features were developed within *a2ia DocumentReader*, an award-winning data extraction and document indexing toolkit, to meet the technical requirements and to ensure results satisfied the high levels of success criteria.

Results

Data ranging from PHI (Protected Health Information), like patient names, dates of birth, ID numbers / Social Security numbers, etc., to check boxes and handwritten comments or clinical information, can now be automatically recognized by *a2ia DocumentReader*. This demonstrates a greater level of automation and allows for the removal of manual data entry and indexing from a significant portion of the laboratory's workflow.

The organization not only sees faster processing times and an increase in its margins, but it also secures flexibility within its workforce by gaining the ability to process lab requisitions from multiple EMR (electronic medical record) vendors quickly and automatically, from anywhere in the world.

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