CW1

AI Implementation in Doctors Practice

Improving Efficiency in Medical Practices

The age of AI has arrived.

In Germany, numerous medical practices grapple with the challenge of streamlining their operations. The quest to scale a cohesive set of behaviours and values is particularly daunting for those handling an overwhelming patient load, often exceeding 400 individuals daily. These practices encounter significant hurdles, yet the path to a seamless workflow is not insurmountable. The key lies in identifying and implementing a tailored solution that can adapt to the high-volume demands while maintaining the integrity of patient care and operational efficiency. As these practices strive to overcome these obstacles, the industry watches closely, for their success could set a precedent for healthcare systems worldwide.

Three major issues were identified in the doctor's practice:

→ Overload caused by patient calls

→ Excessive manual processes

→ Shortage of healthcare professionals

When AI can actually be helpful

Introducing a simple change in the customer phone support.

Sometimes smaller changes produce big results. Other times they produce change.

Our aim was to improve the workload of phone calls our partner was getting. As such we implemented an AI bot within the PBX system in order to redirect patients according to the right workflow.

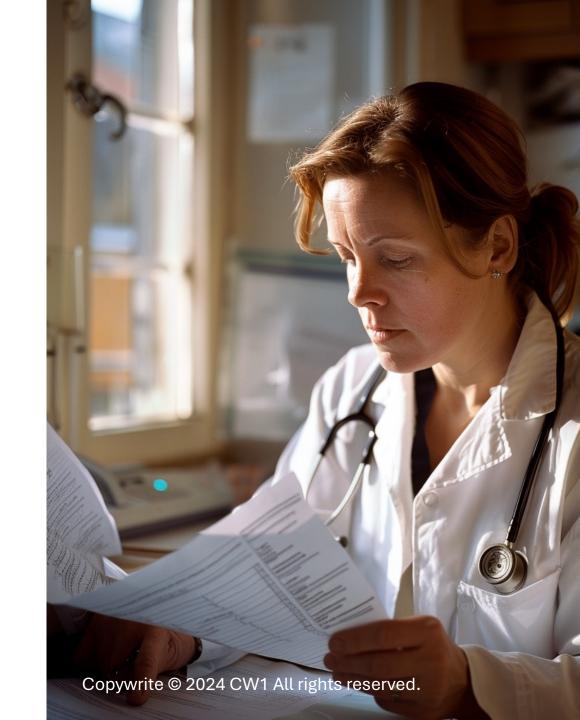The AI solution automates the appointment booking process:

Patient calls are redirected to a PBX system.

AI voice model welcomes the patient and inquires about the patient's needs.

ASR model converts voice to text.

Microsoft's PHI-3 classifies the text.\

And a ticket is created in the physician's system.

However AI could do more.

Patient calls doctor's practice and inquires about available times.

AI searches the calendar and finds nearby available slots.

It automatically books the appointment for the patient and updates the doctor's calendar, avoiding human processing.

But we went further.

Upon every call, the AI classifies the interaction based on a matrix of patient needs. Routine inquiries like prescription renewals or exam requests are marked as low priority. If symptoms suggest anomalies, the system alerts the nurse, escalates the case to the service nurse.

A simple automation with AI and powerautomation started then producing different results to the practice and improving the internal processes.

Results and Benefits

Reduced workload by 30%

Streamlined internal processes

Enhanced practice performance

Addressed healthcare professional shortage.

The recent implementation in German medical practices has led to remarkable improvements, elucidated as follows:

1. **Workload Reduction**: Automated systems cut staff workload by 30%, enhancing patient care focus.

2. **Process Efficiency**: EHRs and management software streamlined operations, improving communication and reducing errors.

3. **Performance Boost**: Efficient processes led to better practice performance and higher patient satisfaction.

4. **Staffing Solutions**: Optimized staff use helped address the healthcare professional shortage, maintaining care quality.

- These steps have significantly improved practice operations and set a new standard for healthcare efficiency.

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AI is revolutionizing healthcare, especially in managing medical practices. It's tackling long-standing issues like patient flow and paperwork, freeing up time for healthcare workers to focus on patient care.

The success of AI in medical practices is promising for the entire healthcare sector, showing how smart tech can improve service delivery. As more practices adopt AI, they're not just boosting their own efficiency but helping create a more patient-centered healthcare system. AI's potential goes beyond just operational improvements - it could transform the quality of healthcare worldwide.

About CW1

CW1 is a multinational professional services company with engaging capabilities in Healthcare.

All powered by the partnership with technology world providers such as Microsoft, Apple and IBM.

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