

ABOUT THE CLIENT

CaroMont Health, based in Gastonia, North Carolina, is a regional health system that provides innovative medical and wellness services. As a leading healthcare provider, CaroMont Health is equipped to serve their communities with some of the region's most skilled doctors and advanced medical technology.

CAROMONT HEALTH: ENHANCING PATIENT CARE THROUGH PROCESS AUTOMATION

BUSINESS CHALLENGE

CaroMont Health is no stranger to the benefits of process automation. Prior to Decisions, they were successfully using the automation solution eWorks. The CaroMont team couldn't find any fault with eWork and it served them faithfully - until the product was sunset.

The elimination of external support encouraged CaroMont to investigate replacement solutions that could mirror the legacy processes they were accustomed to, and assist them in sustaining and expanding their automation strategy more broadly through all operational areas of the healthcare services provider.

APPROACH & DISCOVERY

CaroMont's team sought demonstrations from five different business process automation platform providers to evaluate their technical features. Decisions stood out as a cost-effective solution, equipped with the rules engine and workflow manager suitable for rebuilding their legacy processes, as well as rich integration capabilities.

As a Healthcare provider, CaroMont relies upon Compliance 360, a system that manages their corporate governance, risk management, legal regulations, HL7 requirements, and security. Decisions API services would allow CaroMont to securely communicate with Compliance 360 and automate processes within the system, such as data entry for new providers and new employees, that could not be accomplished with their legacy system.

PRODUCT IMPLEMENTATION

CaroMont worked alongside the Decisions Professional Services team to rebuild their legacy workflows within Decisions. While the CaroMont team trained and gained exposure and skills within the platform, they continued collaborating with Professional Services to rebuild and relaunch all 34 original workflows, reestablishing their work cadence.

CaroMont has employed every available feature in Decisions, using a combination of the rules engine, workflow manager, integration capabilities, and visual designers to not only rebuild their legacy processes, but continue enhancing their business operations by building new process that require no administrative time, allowing skilled clinical workers to redirect their attention towards patient care.

“Thanks to Decisions, we’re building processes we never could have imagined were possible with our legacy system.”

JASON COX, IT MANAGER, APPLICATIONS

Decisions has also improved CaroMont's internal documentation and approval process which was previously tracked on external spreadsheets. With Decisions, all reporting, documentation, and review is centralized within a workflow, and housed in one accessible location. This has eliminated extraneous spreadsheets and streamlined the internal review and upkeep process.

RESULTS & IMPACT

Caromont has independently developed 11 new processes within Decisions. Some of these include automating and streamlining:

- Provider payment contracts
- Capital budget requests for directors and VPs
- Annual contract reviews and renewals
- On-site cash management
- Health insurance benefit tracking
- Compliance quality check-lists

In the healthcare industry, every second counts. CaroMont Health uses Decisions to enhance the quality-of-life for their team members, saving valuable time through streamlined processes, and a reduction of headaches associated with managing manual tasks.

Patients of CaroMont Health rest easy since Decisions reduces the manual errors that often plague the healthcare industry, and guarantees them the fastest, most accurate, and secure medical care available through harnessing the power of rules-driven automation.

ABOUT DECISIONS

Decisions is leading the Automation Revolution. Decisions is one complete automation solution for Fortune 2000 financial services and healthcare companies. Customers use the Decisions Intelligent Process Automation (IPA) platform to write applications and build automations to fix customer experiences, modernize legacy applications, and automate anything and everything in their business. Visit Decisions.com to learn more about the Automation Revolution.

Contact us at decisions.com



4588 Virginia Beach Boulevard
Virginia Beach, Virginia 23462

1-855-223-7227
info@decisions.com
decisions.com