



Australia-based Hospital **Streamlines Document Processing with Newgen**

*Improves efficiency by **2x** while
achieving over **99%** accuracy in
data extraction*

Overview

Our client is a leading academic medical center in Australia, with over 200 surgeons and medical specialists.

The healthcare institution faced several challenges in document management, affecting its efficiency and increasing the turnaround time (TAT) for day-to-day operations.

The case study highlights how implementing Newgen's solution addressed the hospital's issues and enhanced its operational efficiency and patient care capabilities.



Client's Pain Points

Before collaborating with Newgen, the client used **mDocs**—a mobile electronic medical record (EMR) system—to manage patient data. While it did contribute to improving the efficiency and effectiveness of care within the hospital, it also posed various challenges, including:

- **Difficulty Classifying Patient Data:**

The system could not identify and classify patients' documents based on their medical policies

- **Limitations on Integration:**

Seamless data sharing and communication with external healthcare providers, such as pathology labs, was a recurring issue

- **Data Security and Compliance Risks:**

Protecting sensitive patient information and ensuring compliance with data privacy regulations posed a critical challenge

- **Limited Accessibility:**

Healthcare professionals had to use a desktop-based application to fetch patient information, making it inconvenient for those constantly on the move

These challenges compelled the client to look for a smart integrated solution that could automate and streamline end-to-end document-centric processes and enable seamless data sharing between systems.



Regular Industry Approach

The healthcare industry uses several tools and solutions, such as Electronic Health Records (EHRs) and digital forms, to make administrative tasks more efficient. While these solutions undeniably improve efficiency and data accessibility, they often fall short when dealing with the complex nature of healthcare documentation. The industry needs more flexible and intelligent methods to handle these complexities while ensuring better patient care and compliance.

How Did Newgen Help?

Newgen's innovative approach stands out in addressing the limitations of the regular industry approach. Our solution goes beyond traditional EHRs and digital forms. Its flexibility and intelligence empower healthcare professionals to seamlessly manage documentation and optimize processes, making it a preferred choice for the evolving demands of the healthcare industry.

After extensive research, the client partnered with Newgen and implemented our **Intelligent Document Processing** solution to address its existing business challenges. The solution, built on **NewgenONE – a low-code platform**, enabled the users to upload, extract, and classify documents automatically with high precision and accuracy. The deployment streamlined the document processing workflow and enabled real-time integration with other systems.

The implementation helped the client with the following:

- **Data Extraction Precision:** Achieved high accuracy rates, particularly with lower DPI documents
- **Lightning-fast Data Processing:** Enabled multiple users to extract and classify patient documents swiftly, averaging a 2-second processing time per page
- **High Performance:** Optimized for faster performance without excessively taxing the available hardware
- **Streamlined UniScreen Interface:** Provided a personalized user interface for a seamless user experience, eliminating the necessity to toggle between multiple screens
- **Intuitive User-friendly Interface:** The verification page facilitated user ease with operation shortcuts and highlighted error sections for simplified usage

Processes Automated

Document Upload

The system automated document uploads, reducing human intervention

Extraction & Classification

The system automatically extracted and classified document contents, significantly reducing the manual effort required for document segregation

Export of Verified Documents

Verified documents were automatically exported to the healthcare information system, streamlining the data transfer process

Conclusion:

The success story highlights how Newgen's Intelligent Document Processing solution streamlined the hospital's workflow and helped the client better manage patients' documents and data. It improved patient care and provided the hospital with a more efficient, integrated, and technologically advanced healthcare environment.

The Business Benefits:

Improved Efficiency:

The implementation helped the client experience a 2x enhancement in operational efficiency

Enhanced Accuracy

The solution empowered the client with over 99% accuracy in document processing

Streamlined Workflows

Users could perform multiple tasks without switching between windows, streamlining the workflow

Integration with Other Systems:

Real-time integration with EHRs and HR Management Systems facilitated smooth data exchange

Enhanced Data Security

The implementation of the new system introduced advanced security measures for patient records and medical documents, reducing the risk of data breaches and unauthorized access

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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