

## NHS Organisation

### Automating Referral Management

#### Challenge

The client is an NHS organisation that improves patient experiences by working innovatively and collaboratively with GPs, clinicians and other health partners. The organisation had pioneered Referral Management based on peer review and education. This work led to better care for patients and delivered substantial cost savings.

The existing solution used by the client restricted them from scaling or meeting the requirements to transform referral management.

#### Solution

psKINETIC worked closely with the client to design and develop a referral and case management solution using intelligent automation technologies.

- Robotic process automation to extract data and documents from GP systems.
- Appian as a low code platform for referral and case management workflows.
- Intelligent document processing to extract data from documents.
- Rules engine for automatic referral routing based on clinical rules.

#### Outcome

- Dramatic reduction in staff required to run the service.
- Shortening of end-to-end cycle time.
- Fully automated, reducing errors and improving MI.

psKINETIC is a leading provider of Intelligent Automation Solutions for Financial Services.

Our focus is on delivering outcomes and financial return for clients at pace. We don't believe in 'just rip out and replace' – it is too risky and too costly – with our Intelligent Glue we help clients connect and enhance existing systems and processes. Our experienced professionals master a range of automation technologies and we support customers through the full cycle of Design, Build, Run & Optimise.

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