

JULY 2020, CASE STUDY

ASSISTING A CONSUMER-CENTRIC TESTING AND HEALTHCARE SERVICES COMPANY



ARDEM INCORPORATED

THE CURRENT CHALLENGE

A large-scale consumer-centric home and retail healthcare services company reached out to us for assistance in processing lab requisition forms for COVID-19 testing. Their goal was to provide accurate lab results to their nationwide consumers within 48 hours.

As the cases of confirmed positive COVID-19 cases in the U.S. increase, states with higher cases have been increasing the need for testing especially for front line healthcare workers. The State of Florida has already mandated testing for healthcare workers every 2 weeks and other states are expected to follow suit.

The biggest challenge that this company faced was that with the increasing demand of testing kits, there was a greater need for processing large volumes of test requisition forms in a short amount of time.

This prompted the need to find a partner that was capable of processing COVID-19 test requisition forms within 12 hours of receipt.

At ARDEM, we recognized the challenge of the task, knowing that we had to ensure accuracy while increasing our speed. By identifying the requirements and utilizing our previous and ongoing experience in the healthcare industry, we proposed the right solution that best fit their needs.

KEY BENEFITS

- Test Requisition Management
- Real-Time Processing within 12 Hours
- Ensured Accuracy
- Security and Compliance





PROJECT DESCRIPTION

The Challenge of Handwritten Data

ARDEM started by processing an average of 5,000 test requisition forms per week and have quickly gathered speed to process an average of 20,000 forms per day.

The challenge with processing test requisition forms is that they are typically handwritten, which means OCR or optical character recognition cannot fully capture data to 100% accuracy. As a result, effort-based capture is required to ensure that relevant data including demographics, bar codes, facility information, etc. is extracted.

The Need for Scalable Teams

Once accuracy has been ensured, the next challenge is to add flexibility to handle larger volumes of incoming test requisition forms. The journey from 5,000 forms per week to 20,000 forms per day required a solid training, management, and project plan which easily becomes a hassle to manage in-house.

ARDEM took on the task of recruitment and training new analysts and the quality management to quickly scale the team to handle larger volumes of data. ARDEM's goal was to focus on providing the back-office support to quickly process requisition form data for faster COVID-19 testing results.

Test Requisition Management

The moment ARDEM receives the lab requisition forms, they are automatically entered into the processing cycle for the fastest turnaround.

ARDEM employs advanced OCR, ICR, and data capture to ensure data is accurately captured from specific fields of data on all requisition forms.

ARDEM creates a template to ensure that the data is accurately extracted from each form into an output file that is compatible with your system.

BENEFITS OF WORKING WITH ARDEM

In the case of healthcare service providers, undertaking all of this in-house can be quite a task and most of them do not wish to or are unable to take on these tasks.

Another factor that influences the decision to outsource test requisition form processing is due to the time-sensitive process and from an operations point of view, outsourcing is the best and most cost-effective option. By outsourcing their test requisition processing, the client was able to lower their processing costs and avoid the hassle of training an in-house team and get high-quality results with a significantly lower turnaround time.

In the end, we streamlined our services to match their needs, processing the forms received within 12 hours with the utmost care to ensure the highest possible accuracy.

As both states and hospitals step up testing for healthcare and other front line workers, the volume of tests conducted and the corresponding number of test requisition forms that need to be processed is only going to increase.

ARDEM is prepared to train and build scalable teams that combine the best of manual interaction and advanced automation to deliver superior results with a faster turnaround.



ARDEM is completely committed to providing absolutely nothing less than 100% satisfaction to both its employees and clients. The aim is to build a strong network of closely-knit people who are passionate about their work and take pride in what they do.

ABOUT ARDEM INCORPORATED

ARDEM Incorporated delivers success for companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.



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