

Case Study: Top Hospital in Maryland

(Recognized as one of the “Best Hospitals” by US News)
Ramps up registration quality and accuracy

Solution Overview

Customer Profile:

One of the top hospitals in Maryland

Business Situation:

The health system wanted to move away from manual quality processes to improve registration accuracy and staff productivity.

Solution:

DCS Global implemented the following AuditLogix Modules: QA, and RealAlert. Integrated with MediTech Client Server 5.6.5.

Benefits:

- “Cleaner” Claims
- Elimination of manual audits and checks
- Custom validation rules
- Accuracy increased to 99.41%

“DCS Global is the most responsive company I have ever dealt with. If I open a ticket or email support, I get a response within minutes. There is no one else in the industry I have ever seen respond so quickly, professionally and with positive results”

QA Analyst

With a completely manual process for quality assurance, the leading Maryland health system was anxious to automate the quality assurance process and improve accuracy. DCS Global was able to work with the patient access team to identify and implement the appropriate AuditLogix modules required.

Significant benefits are being delivered by eliminating manual activities and increasing quality and clean claims. “. . . Staff has a better understanding of what is necessary for a clean claim. They have more control over making sure their accounts are clean. It is simple to use and understand. AuditLogix has freed me up from so much tallying and manual audits. I can use my time for enhanced training which has in turn made staff feel more empowered. The variety and the simplicity of reports is a real plus,” pointed out the team lead at this health system.



The Patient Access Company

DCS Global is one of the leading providers of healthcare on demand software solutions and services for the PAS/PFS community. We offer innovative, cost-effective and efficient web solutions to healthcare companies around the world.

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