

Case Study: Innovative Hospital in Alabama

(Recognized as one of the “15 Top Health Systems” by Thomson Reuters) Improves Registration Quality & Employee Productivity

Solution Overview

Customer Profile:

A leading health system in Alabama

Business Situation:

The health system wanted to automate manual quality processes to improve registration accuracy and enhance staff productivity and learning.

Solution:

DCS Global implemented the following AuditLogix Modules: QA, and RealAlert and Address Validation. Integrated with McKesson STAR.

Benefits:

- Increased registration accuracy
- Enhanced Employee feedback & recognition
- Custom validation rules

“With DCS Global’s AuditLogix. . .we are able to truly evaluate employees equally and fairly, detect areas of weakness as well as recognize those that exceed.”

Health System Team Leader

With a manual QA process, which was a struggle in their larger facilities, employees weren’t able to receive true quality feedback. 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 enabling custom rules. “. . . There are multiple custom rules that are specific to our organization, Patient Types, etc. There is also some custom scripting done to remove certain types of accounts daily and customization to accommodate our unique account numbers,” 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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