

Jennifer Anderson



Administrative office skills with basic computer, typing, and internet skills. Ability to use fax, copier, microfilm machine and multiline phone system.

	RETRIEVAL	LOG IN APPS	LOGGING	FULFILLMENT	INDEXING, PRICING & REVIEW	DELIVER
Touchpoints						
Actions	<ol style="list-style-type: none"><li>Customers send CIOX Health millions of Request Letters by either mail, fax machine or electronic scan/Fax software</li><li>All Request Letters are sent to HealthSource Secure Servers</li><li>ROI Rep prints all the customer's Request Letters</li><li>ROI REP imports each individual Request Letters into the Application</li></ol>	<ol style="list-style-type: none"><li>ROI Rep logs into the two applications entering their user name and password</li></ol>	<ol style="list-style-type: none"><li>ROI Rep checks their email to see what request their manager needs them to work on that day</li><li>ROI Rep prints all the customer Request Letters</li><li>ROI Rep imports each individual request letter into the application</li><li>The ROI Rep enters the Request Information, Patient Information, Medical Information, and the Payment Information</li><li>The RIO Rep Saves and Submits the information</li></ol>	<ol style="list-style-type: none"><li>ROI Rep reviews the request letter to determine what medical records are needed for the customer and then checks to see which EMR systems the medical records are located in</li><li>RIO Rep logs into our partner's EMR system to download the Medical Records or they can use a print to image feature to import the medical records into the application. They can use a portable copy/scanner to upload medical records into the application if they have a paper version of the medical records</li><li>RIO Rep uploads the Medical Record into the desktop application</li><li>The RIO Rep saves and submits the information for package and delivery</li></ol>	<ol style="list-style-type: none"><li>The request is sent to the indexing QC Review Team and the Pricing and Invoice Team</li><li>The indexing QC Review Team makes sure the request letter information matches the Medical Record Information</li><li>The Pricing and Invoice Team handles the pricing and billing information for all requests</li><li>Pricing and Invoice Team reviews the laws, rules and regulations in terms of how they apply to invoice and billing</li></ol>	<ol style="list-style-type: none"><li>The customer receives the medical records either off-site by mail, email, Sftp, web portal, or on-site by cd/flash drive, fax and paper</li></ol>
Goals	<ul style="list-style-type: none"><li>Import our customers request letters into CIOX application in a timely and efficient manner</li></ul>	<ul style="list-style-type: none"><li>Log into the application quickly as possible with no problems</li></ul>	<ul style="list-style-type: none"><li>Validates request letter authorizations for release of medical information according to HIPAA guidelines</li><li>Reviews the accuracy of scanned request letters and ensures documents reflect the details specified by the requester</li><li>Organize workload and prioritize work tasks to meet production goals</li></ul>	<ul style="list-style-type: none"><li>Upload scanned medical records to our corporate data center easily and quickly</li><li>Complete the release of information requests including retrieving patient's medical charts accurately and correctly</li><li>Organize workload and prioritize work tasks to meet production goals</li></ul>	<ul style="list-style-type: none"><li>Performs quality checks on all requests to assure accuracy and proper invoicing</li></ul>	<ul style="list-style-type: none"><li>Deliver medical records in a timely and efficient manner by ensuring accuracy and providing customers with the highest quality product and customer service</li></ul>
Thoughts	<ul style="list-style-type: none"><li>"I hate having to manually upload so many request letters. This is so irritating "</li><li>"This is an overwhelming cumbersome process "</li><li>"CIOX needs to hire more people to do this; it's too much work, that's the reason why so many people are quitting"</li><li>"Why does CIOX not have a better process for importing request letters?"</li><li>"Can CIOX build a better system?"</li></ul>	<ul style="list-style-type: none"><li>"Sometimes I forget my passwords"</li><li>"I wish I could use one password for all applications"</li><li>"Why do I have different passwords to login into each application?"</li></ul>	<ul style="list-style-type: none"><li>"In the field I hate having to hold the request information in my hand while I enter the request information into the system "</li><li>"It's so irritating toggling between multiple tabs to view the Request letter in Adobe viewer and having to enter data into the application on my laptop in the field "</li><li>"I hate having to resize and minimize my browser window screens to view multiple applications at the same time to do my job "</li><li>"What order should I enter the requester information?"</li><li>"Why does CIOX application look old and outdated?"</li><li>"Did I upload the request letter in the right section?"</li></ul>	<ul style="list-style-type: none"><li>"In the field I hate having to hold the request information in my hand while I upload the medical records "</li><li>"It's so irritating toggling between multiple tabs to view the request letter in Acrobat Reader and having to validate the request letter against the medical record information on my laptop in the field "</li><li>"I hate having to resize and minimize my browser window screens to view multiple applications at the same time to do my job "</li><li>"Why does CIOX application look old and outdated?"</li><li>"Did I upload the medical records in the right section?"</li></ul>		
Pain Points	<ul style="list-style-type: none"><li>Millions of requests have to be manually imported into the system from the server</li><li>The retrieval process requires lots of manual labor</li><li>Operation cost is constantly increasing</li></ul>	<ul style="list-style-type: none"><li>You have to login to multiple applications using different passwords</li><li>It's challenging remembering multiple passwords</li></ul>	<ul style="list-style-type: none"><li>Information overload- too much information to digest</li><li>The grouping of the request information and patient information is not organized well</li><li>The data entry screen has too much business jargon and abbreviations making the application difficult to understand</li><li>The layout structure of the data flow is not organized logically</li><li>Too much scrolling</li><li>All users have to place a paper copy of the request letter on their desk or hold it in one hand while they enter the request information</li><li>It's very time-consuming manually entering our customer information and patient information in the system</li><li>Too much work sent at one time so it's hard to prioritize your workload</li></ul>	<ul style="list-style-type: none"><li>The system is not flexible or scalable because it has limited capabilities</li><li>All users have to place a paper copy of the request letter on their desk or hold it in one hand while they validate the request information against the medical records.</li><li>Too much work sent at one time so it's hard to prioritize your workload</li></ul>	<ul style="list-style-type: none"><li>The company is losing millions of dollars from duplicate requests getting delivered multiple times to the same customers</li></ul>	
Feelings						
Ideas / Opportunities	<ul style="list-style-type: none"><li>Improve efficiency and accuracy for business operations while utilizing Web Services Technologies to minimize touchpoints and streamline employee workflows</li><li>Utilize web Services such as NLP and OCR technologies which extracts data and imports data into the User Interface to avoid manual data import</li></ul>	<ul style="list-style-type: none"><li>Integrate Okta Single Sign-On to avoid multiple passwords</li></ul>	<ul style="list-style-type: none"><li>Redesign the layout structure and reorganize the information architecture on the logging screens</li><li>Minimize user clicks by removing unnecessary interactions while displaying an intuitive user interface that requires zero instructions and training</li><li>Streamline CIOX Health business process workflows through the user experience that reduced the operational costs saving CIOX Health millions of dollars long term</li><li>Add a new workflow to minimize duplicate request sent to customers that cost the company millions of dollars yearly</li><li>Add a new workflow to split bulk request uploads into an individual request to avoid breaches</li><li>Create a new design that allows users to view the request letter in a PDF viewer and complete the data entry process on the same screen</li><li>Integrate 3rd party application that configures and manage the systems data workflow through API calls in order to prioritize ROI REP workload based on the date and time the request is imported into the application</li></ul>	<ul style="list-style-type: none"><li>Add a new workflow to minimize duplicate requests sent to customers that cost the company millions of dollars yearly.</li><li>Create a new design that allows users to view the request letter and upload the medical records in a PDF viewer to complete the data validation process on the same screen</li><li>Integrate 3rd party applications that can extract the medical records from our partner's EMR system and then import the medical records into the system through API calls in order to avoid manual labor process of importing medical records into the application.</li></ul>		
Metric	<p><u>Improved Efficiency</u></p> <ul style="list-style-type: none"><li>The new data import method improved the business request letter retrieval process by 95%</li><li>Now it only takes 45 seconds to import each request letter into the system simultaneously versus manually importing each requester</li></ul>	<p><u>Improved Efficiency</u></p> <ul style="list-style-type: none"><li>40% reduction in log in-related helpdesk calls</li></ul>	<p><u>Improved Efficiency and Effectiveness</u></p> <ul style="list-style-type: none"><li>The number of issues reported for duplicate request decrease 80%</li><li>New input method introduce 70% fewer data entry errors</li><li>The completion of the logging and data entry process increased by 50%</li><li>ROI REP can process request 50% faster than the legacy application so the company can generate more revenue to maximize their return on investments through the user experience</li><li>Decrease management responsibilities prioritizing ROI REP workload by 100% to meet production goals</li></ul>			