



## SALESFORCE ENHANCEMENTS

CASE STUDY

## AUTOMATION ENHANCEMENT WITH SALESFORCE

Helped a leading US-based clinical software provider improve its **patients' experience** and **revenue cycle** via **Salesforce Enhancements**

[www.rsystems.com](http://www.rsystems.com)

# Problem Statement

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The client supports clinics that perform therapy for autistic & learning disabled children. They were looking for user interface and automation enhancements of their core application to allow better tracking of clinical information of the autistic patients.

# Business Need

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The client wanted to:

- Reduce the time required to manage the core application by customizing its features
- Meet the requirements of the client and achieve an agile environment
- Automate the system where the tolerance level for error is zero
- Collect and manage the clinical documents securely as per HIPAA compliance

# Solution Approach

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- Enabled Google maps API to fetch students' demographic information
- Simplified information collection process concerning insurance coverage range associated with students
- Customized solution to gather therapist and associated clinic information quickly
- Implemented scheduling features for therapists and students to plan their upcoming appointments
- Automated the system for manageable insurance payments and payroll calculation
- Optimized solution to track students' progress
- Enabled session tracking on Salesforce

# Benefits

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- Enhanced the patient's experience and satisfaction
- Provided a cloud-based application so that the doctor can stay updated with his patient's health record, perform diagnosis & send the treatment plan
- Improved the revenue cycle management for insurance, the regional center and private clients
- Helped in managing the clinical documents

# Technology Stack

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