CYGNET.ONE

Success Story



Revolutionized a Medical Practitioner's Business Operations with a HIPAA Compliant EMR System

Digitalizing Medical industry in Americas

A US-based reputable Ob-Gyn medical practitioner, with a staff of 50 people across two well-established clinics, recently transformed their operations process with an EMR system. This action helped them improve patients' turnaround time (TAT) by 50%. As their IT partner, Cygnet developed a comprehensive system that offers end-to-end patient and payment tracking. They provided a customized automated practice management solution, EMR, and billing software that was HIPAA compliant and met international standards, including HL7 (Health Level). With Cygnet's contributions, the operational costs were reduced by 30%.

Transforming manual operations into digital processes

Inaccurate data management leads to inaccurate patient management. The client had a solution with a complex UI and UX interface that created difficulties for non-technical users. As a result, the turnaround time (TAT) for patients increased. Additionally, the lack of automation reduced work efficiency, and the quality of practice management suffered.

The key challenges the client faced:

- Inaccurate data management system
- Incomplete payment tracking at each stage of treatment
- Complex UI and UX interface for non-technical users
- Appointment no-shows
- Lack of single collaboration platform

Preparing for the future

Cygnet delivered a tailored, HIPAA-compliant, and HL7-compliant automated practice management solution, including EMR and billing software, for Ob-Gyn practices. Our meticulously designed solution, achieved through six months of rigorous Business Analysis, encompasses crucial EMR modules. These modules include an Appointment Scheduler for efficient appointment management, Patient Demographics and Diagnosis Chart for instant access to patient records, Document Management for secure record storage and retrieval, a robust Copay and Billing system for comprehensive financial management, and seamless Insurance Eligibility Verification via integration with Emdeom (now known as Change Healthcare).

The solution also incorporates a Patient Reminder system to reduce appointment no-shows, Lab Order Integration through Enzo Clinical Labs for swift laboratory requests, and integration with Surescripts for widespread e-prescription support. Additionally, it features a pre-installed training program, rapid software implementation within a week, and seamless connectivity across desktops and smartphones. Role-based access ensures efficiency for nurses, receptionists, and practitioners.

Benefits

Reduced Operational Costs (30%)

The tailored solution significantly reduced operational costs, addressing challenges related to data management inefficiencies.

Improved Patient TAT (50%)

Automation enhanced patient turnaround time by 50%, resolving challenges linked to delays and inaccuracies.

Omnichannel Experience

The solution ensures an omnichannel experience, improving usability for non-technical users facing complex interfaces.

Enhanced Patient Care

Streamlined processes and accurate data management lead to improved patient care.

Digitalized Medical Processes

Digitalizing workflows resolves efficiency and data accuracy issues in medical processes.

Centralized & Unified

A single platform centralizes data, treatment tracking, and billing processes, eliminating issues like incomplete payment tracking and appointment no-shows.

About the Client



The client is a US-based in a reputed Ob-Gyn medical practitioner with a staff of 50 people across two well-established clinics based in the US. The practitioner offered all sorts of Ob-Gyn medical services including emergency operations and surgeries. The infrastructure included operation theaters, general and special wards making it a well-equipped clinic with 12 beds per clinic. With such infrastructure and Ob-Gyn practice experience, the practitioner managed to consult around 18000 patients annually.

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Cygnet Infotech is dedicated to excellence and is re-evolving as CYGNET.ONE to help consolidate its specialized offerings in Compliance transformations, Digital & Quality Engineering, Enterprise Modernization, Data, AI & Analytics Hyper Automation, Test automation, Digital signature, and a myriad of other offerings across Americas, the UK & Europe, Africa, the Middle East, and the Asia Pacific. Through Cygnet Cosmos, our digital transformation framework, CYGNET.ONE empowers organization to achieve business process digital transformation through co-ideation, co-creation, co-innovation, and co-evolution. With a global presence spanning across diverse markets and industries, Cygnet One serves as a one-stop destination for intelligent solutions, delivering value from ideation to execution, ultimately driving success for clients and partners worldwide.

CO-IDEATE	Co-Ideate for new product development & new market GTM
CO-CREATE	Co-Create technology enabled connected business solutions
CO-INNOVATE	Co-Innovate intelligent solutions with Cygnet launchpad.
CO-EVOLVE	Co-Evolve with a strong continuum of Cygnetians, clients, & partners.

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