

Family Medical Center transfers 30 years of patient data in 24 hours



CASE HIGHLIGHTS

Profiled Organization: Family Medical Center of Hart County, Kentucky

Challenge: To accurately transfer 30 years of patient data - demographic history and billing information - from old Unix-based system to e-MDs, an electronic medical record (EMR) system.

Solution: Working simultaneously with the 64,000 records split across five Excel spreadsheets, Automation Anywhere was able to accomplish the transfer in just 24 hours.

Benefits: Automation Anywhere saved the medical center about \$6000 in custom software costs and over 2,100 hours of manual labor.

“Automation Anywhere helped us accurately transfer 30 years of data in 24 hours and saved us about \$6000 in software costs.”



*-Sky Marrese,
General Clinical
Administrator,
Family Medical
Center*

BACKGROUND

Established in 1980 by the husband-and-wife team of Dr. James Middleton Jr. and Dr. Evelyn Salisbury as a family practice and pediatrics clinic, the Family Medical Center of Hart County based in Munfordville, Kentucky, is a thriving medical clinic serving about 150 patients per day. With five physicians and a support staff of 40, the clinic today has grown to include a clinical laboratory, a diagnostic imaging facility, and a physical therapy unit. A clinical trial and research unit of the facility has been involved in studies for the treatment of a wide range of medical conditions, including diabetes, asthma, migraine, osteoarthritis, and hypertension.

Like most medical clinics, until recently Family Medical Center (FMC) kept all of its medical history records on paper but maintained patient demographic and billing information on a Unix-based system called Medical Manager. Then in 2007, the clinic decided to go with a new integrated electronic medical record (EMR) and practice management system called e-MDs, which makes it possible to store all patient data—medical records and demographic and billing information—in one place to simplify the coding and billing processes. Suddenly, FMC was faced with the challenge of accurately converting 30 years of patient history to the new system.

THE 64,000 RECORDS QUESTION

Actually, it was general clinic administrator Sky Marrese, who was faced with the challenge. A former Marine Corps Reservist and mortgage broker with a business degree, Marrese does not consider himself any kind of IT expert but when he took the job at FMC in 2007, the computer systems, like the rest of the facilities, became his responsibility. And although he can, in a pinch, write some code, this project required a level of accuracy in data transfer that Marrese did not feel confident to handle on his own. So, he looked into hiring a consultant.

Given the age of the previous computer system and the number of records (64,000), a custom conversion program looked like the best bet. That is, until the estimated cost of the project came in at \$6000.

Deciding that he needed to look further, Marrese did an Internet search, which yielded about 20 possible solutions. Of these, he downloaded and tried about 10.

A TRUE BLUE SOLUTION

Marrese was familiar with the concept of automation software having read about it and talked to people who had used it. Now he discovered that most automation programs oversimplify things and rely heavily on recording keystrokes and mouseclicks, which would not work for what he needed to accomplish.

Then he tried Automation Anywhere and it was apparent that it was head and shoulders above anything else on the market but well within FMC's budget. Unlike other automation programs, it let the user choose the level of complexity they needed to accomplish their task. It could handle variables and loops and coding, not just mouseclicks. Even users with basic or no programming skills could navigate Automation Anywhere's friendly interface and logical commands to write functions from scratch or edit recorded functions to fine tune the flow. In other words, Automation Anywhere provided a simplified way to code manually.

"Other automation programs oversimplify things but Automation Anywhere lets you work in as complex a mode as you want to."



-Sky Marrese,
General Clinical
Administrator,
Family Medical
Center

As it turned out, Marrese ended up coding most of the program and recording very small pieces of it—largely because more keystrokes helped move things along faster than mouseclicks. And a couple of features that he found particularly attractive and useful were: (a) the ability to generate variable files and (b) the ability to store formulas within the variables.

HOW AA SAVED THE DAY(S)

The first step in the data transfer to the new e-MDs system was downloading the records from the old system. This was easily done, manually, into an Excel spreadsheet. The next step was for Automation Anywhere to upload the data to the new system.

Manually, the task would have taken about 2,133 hours, Marrese estimates, at the rate of two minutes per record. With Automation Anywhere on the job, the conversion and upload of the 64,000 records was expected to take about a week. But two things Marrese did really helped turbo charge the process:

1. Coding Automation Anywhere on variable usage, so that it could pull variables and do things in the background instead of waiting for each screen.
2. Splitting the spreadsheet into five different jobs that could run simultaneously on the clinics powerful servers.

The mission was accomplished in 24 hours!

If you found this case study useful, we invite you to discover how Automation Anywhere can give your business an edge – visit www.AutomationAnywhere.com



PRODUCT INFORMATION: AUTOMATION ANYWHERE

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