

CASE STUDY

WebPT uses Automation Success Platform to increase data processing by 5x, saving over \$700K annually

Organization profile

WebPT is the nation's leading rehab therapy platform for enhancing patient care and fueling business growth. Offering solutions for scheduling, documentation, billing, outcomes tracking, and business reporting, its vision is to empower rehab therapists to achieve greatness in practice.

Results

5x

Increase in data processing

\$700,000

Saved in labor costs

15,000

In-network customer records managed

24

Bots in production in five months

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RPA has eliminated 70-80% of the pain our customers associate with switching EMRs.

Ryan Klepps

Senior Director of Implementation, WebPT



Challenge

In 2018, WebPT acquired BMS Practice Solutions to bring a comprehensive solution to therapy practices of all sizes. However, one last hurdle was transferring customer data, housed in BMS's legacy electronic medical record (EMR) system, into its own EMR.

Switching EMRs is a notoriously tedious undertaking, requiring a lot of time to replicate simple tasks. Although it could be done manually, the sheer size of this project caused the company to consider other solutions. Robotic process automation (RPA) presented an opportunity to seamlessly transfer the data, ultimately saving time, money, and frustration for employees and customers alike.

Solution

Since WebPT is fully cloud-based and serves a highly regulated industry, the company required a secure, web-based solution that would streamline employee workflows and deliver a better customer experience by eliminating the strain on resources that often comes with switching EMRs.

Automation Anywhere's cloud-native end-to-end intelligent automation platform was the clear choice. WebPT deployed Automation 360 Cloud on AWS to power their cloud-based infrastructure. AWS provides elasticity, agility, and ease of use by intelligently autoscaling workloads for cost-effective use of cloud infrastructure.

Processes automated

- Clinical documentation
- Scheduling
- Patient appointment reminders



RPA has given valuable time back to our team, allowing them to focus on higher priorities.

Kellie Cohen

RPA Developer/Data Integration, WebPT

The whole story

In 2019, WebPT successfully leveraged the Automation Success Platform to efficiently transfer 11 data EMR transitions from BMS's legacy system to its own. This alleviated the burden on customers, resulting in a more positive experience through the transition.

Initially, some of the biggest challenges were understanding the requirements for the virtual machines while meeting security standards and HIPAA compliance requirements.

Specific bots were created to handle these complexities for several use cases, like clinical documentation, scheduling, and patient appointment reminders. From there, the company was able to build additional bots that were similar but could accommodate customers with different configurations and complexities. For instance, large, multi-practice clinics needed a slightly different bot to address the practice's more complex demands. To date, 24 bots are in production and handle each iteration.

Intelligent automation has allowed WebPT to scale more efficiently, giving the company the flexibility to maintain normal operations during the COVID-19 pandemic. Automation has also alleviated the need for simple, repetitive tasks, freeing employees to focus on more complex support issues to ensure high standards for customer success.

With the help of bots, WebPT can concurrently execute on 35 data transitions from BMS's legacy EMR system to the current one, enabling a 5x workload capacity increase. This will save an estimated \$700,000 in labor costs.

The future

WebPT wants to continue scaling its automation program by adding to its team of bot builders, which currently requires two full-time employees. This will allow the company to start prioritizing issues within the business and automate areas where there is an opportunity to gain more efficiencies from both an employee and customer perspective.

The goal is to expand automation outside of operations, eventually rolling it out company wide.

About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit www.automationanywhere.com.

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