



Social services organization Colsubsidio provides 12M+ medical consultations to affiliated workers thanks to automation



12M+

medical consultations
offered

87%

reduction in
response time

50+

clinics' schedules
managed

“Regarding the top tools available today, even in terms of automation we always talk about choosing the Ferrari among the best tools, and for us that is Automation Anywhere.”

Lorena Chavez,
Head of Process Automation,
Colsubsidio

Challenge

Colsubsidio provides access to many essential goods and services in Colombia, contributing to equity and poverty reduction in the country. When providing health services, it was managing schedules and appointments for more than 50 medical centers manually on a single system. Appointment information constantly needed to be updated, and the manual process could take several employees up to 24 hours.

Solution

Colsubsidio optimized its medical appointment scheduling by deploying three bots that process agenda updates around the clock. Patients no longer have to wait 24 hours to access the information they need to schedule an appointment, so they're able to get their health needs addressed faster. Within a maximum of three hours, automations update doctors' schedules, pulling in information that used to be gathered by hand, such as when new openings become available, when a doctor changes their schedule, or even when a doctor retires.

Outcome

The bots' proper management of schedule updates helped Colsubsidio expand its reach, offering more than 12 million medical consultations to affiliated workers in 2024. Automation Anywhere streamlined the clinics' scheduling updates and saved employees countless hours, contributing to improved patient services and more timely responses to their medical needs. Employees can focus on serving their members and providing personal care where it makes the most impact, rather than spending time updating a scheduling system.