

The Client

The client is a leading wellness provider conducting health screening and immunization programs for corporate clients in the US.

A photograph showing three healthcare professionals in a meeting. One man in a white lab coat is speaking and gesturing with his hands, while two others listen attentively. A laptop and water glasses are on the table.

How we helped a wellness provider achieve revenue growth, rapid market expansion and superior customer satisfaction

Business Requirement

Major pain points faced:

- Difficulty in handling multiple applications used to provide wellness services, along with accessibility, usability, reliability, & scalability issues.
- Challenge in integrated solution for network physicians, employees & patients.
- Tedious and time-consuming data collection process.
- Users experiencing a difficulty in locating nearby clinics for walk-in providers.
- Managing volume spike and accuracy challenges.
- Compliance issues.
- Tedious reporting; lack of a single, unified view of the business at a time when the client was embarking on a major expansion.

Beyond Possible

Our continuous improvement enabled the client to make a difference in the depth and breadth of services offered, extend the reach of these services to every region within the US, and deploy a superior IT application and infrastructure that powers the business. As a result, overall productivity improved by 25% with quality improvement up to 99%.

ApexonHealth's Solution

We partnered with the client to develop an end-to-end resource planning application, and upgraded it for continuous improvements. First, a detailed business and systems review was undertaken to understand the business requirements and goals, and identify gaps in the current IT infrastructure. This involved understanding the business objectives, future plans, user challenges, requirements and arriving at the technology roadmap.

The solution included health risk assessment, credentialing load, and flu/vaccination data extraction services with:

- Ground-up development of a wellness ERP platform spanning feature definition, architecture, technology selection, design, development, maintenance and feature enhancements.
- Development of an end-to-end integrated solution covering physicians, employees & patients.
- Web and mobility-enabled application.
- Adherence to security guidelines.
- Flexible staffing models (during flu season/ peak volumes).
- Integration with external applications such as Google Maps & geo-coding.

Business Benefits

- Superior differentiation in services offered across different market segments.
- Since 2008, our solution was used in scheduling for 58,000 clinics, screening over 3.5 million participants, setting up 450,000 appointments, and actively used by 245,000 users.

Tools and Technologies

- ASP.Net, C#, SQL Server 2008, Windows Communication Foundation (WCF).
- Language-Integrated Query (LINQ), Google Maps, Google Distance, Security Assertion Markup Language (SAML), HL7, iOS (Apple iPad and iPhone), Android.



About ApexonHealth

ApexonHealth is the healthcare division of Technosoft Corporation. The company provides AI-driven solutions for healthcare Providers, Payers and other healthcare organizations leveraging our proprietary Newton AI Digital Transformation Platform. Newton AI combines machine learning, Robotic Process Automation (RPA) and Business Process Management (BPM) to help customers to reduce costs, improve cash flow, and increase customer satisfaction.

ApexonHealth is headquartered in Southfield, MI and has certified service delivery centers in the US and India. With over 12 years of healthcare experience, ApexonHealth is trusted by dozens of Fortune 500 clients and is an active member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. Visit www.ApexonHealth.com

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