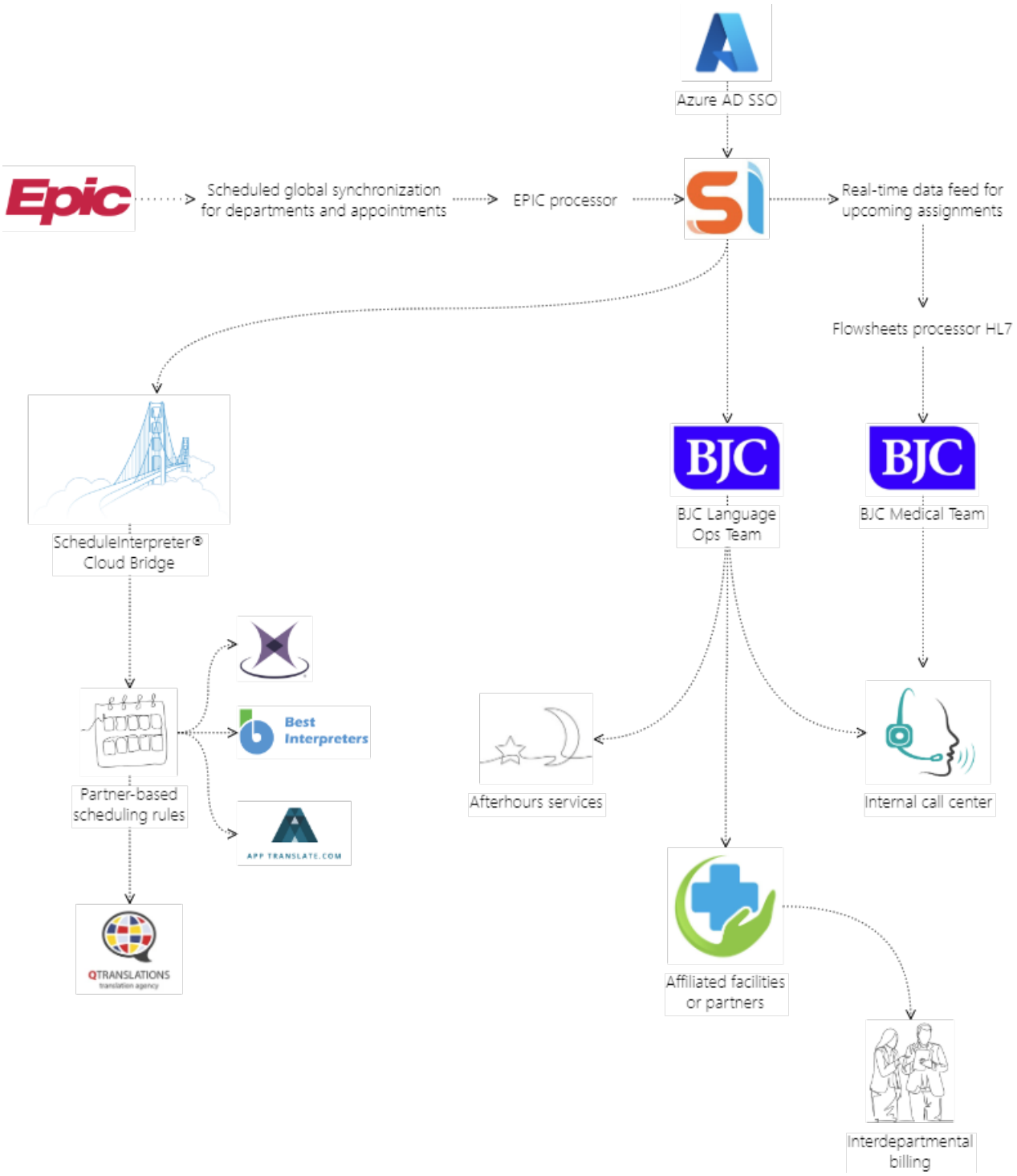
EPIC & SCHEDULEINTERPRETER® FULL CYCLE PATIENT APPOINTMENT MANAGEMENT

OBJECTIVE

Provide eco system for BJC Healthcare using ScheduleInterpreter® platform to manage internal resources and workflows. Integrate resources available from the 3rd party language service providers. Automate updates of the patient charts, stored in EPIC EMR, with information necessary to provide medical services with an assistance of a linguist. Provide all facilities with ability to manage language services not covered by the LS OPS team through automated or manual outsourcing. Using Azure AD SSO centralize schedule and resource management.

ADVANTAGES

- Secure, error free scheduling process using EPIC integration
- Automated processes with minimal or no human intervention
  - Automated outsourcing with manual override
  - Integration with 3rd party language service providers
  - Patient charts synchronization
  - Data synchronization with remote service providers
  - Service branches and management branches
  - Interdepartmental billing
  - Profile based access
- Use of staff interpreters as members of LS OPS team with restricted profiles
- Internal call center integration and afterhours data entry
- Big data processing using REPORT CENTER 2.0 with shared reports and built-in data access security
- On the Spot! for automated check-in/check-out and manual check-in/check-out



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