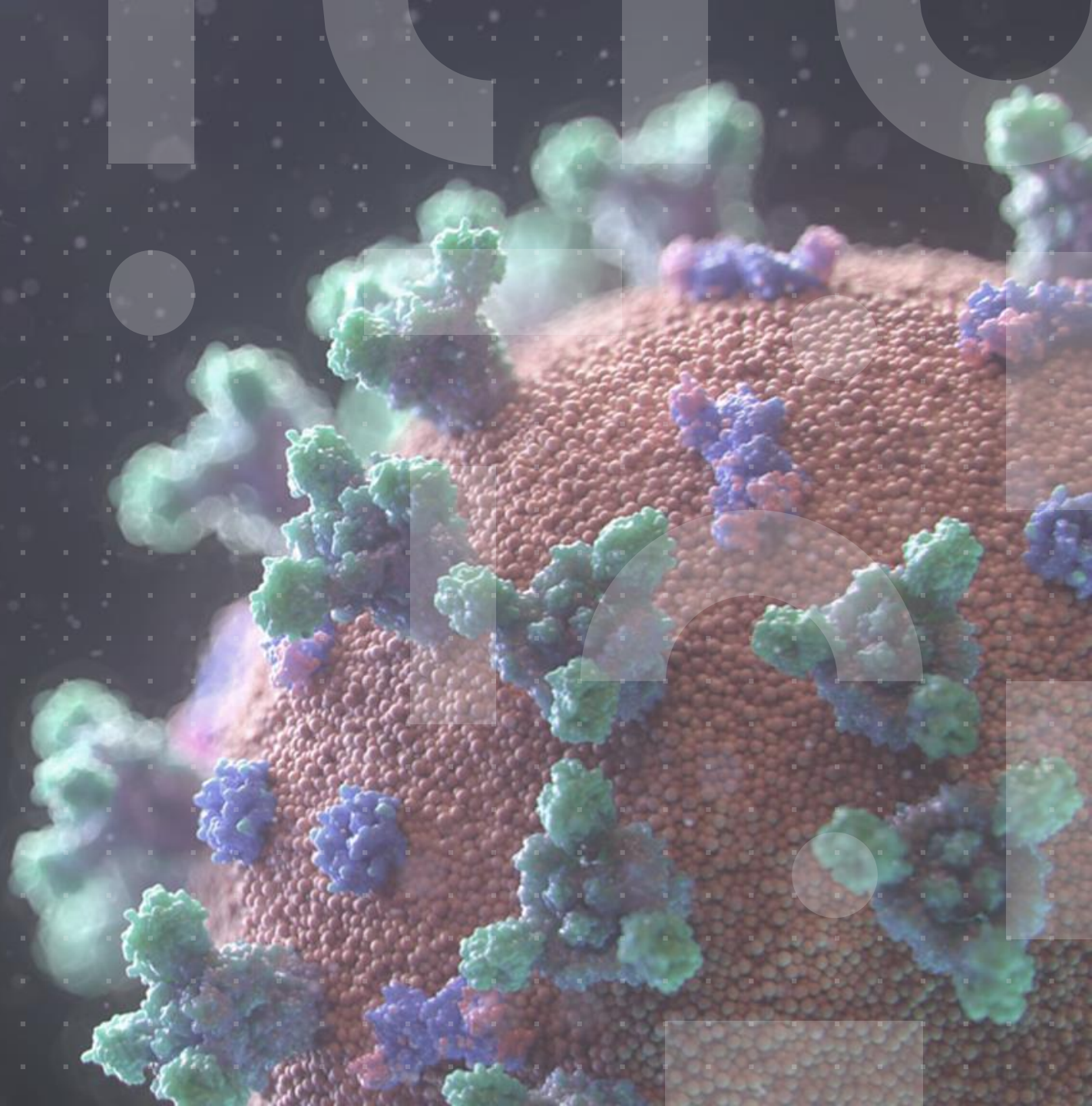


How Automation Enables Fast Change in the Healthcare Industry

APRIL 2 • 10AM ET / 3PM BST



Meet Your Speaker



Mark O' Connor
Sales Director - Public Sector Ireland at UiPath



Agenda

**Industry
Overview & Call
to Action**

**Scheduling
Tests / Urgent
Patient Testing**

**COVID-19
Lab Testing**

**Mater Hospital's
Story & Infection
Control Bot**

**Volume
Recruitment
of Volunteers
& Health Retirees**

**Pandemic
Unemployment
Benefit**



These are turbulent times. We support the 'Call to Action' in supporting Citizens, Government, Clients and Partners in any way we can...

UiPath would like to make it easy for Governments & Healthcare Providers to automate for a faster, quicker & better outcome for our Citizens.

UiPath has already scaled 4 core solutions to assist our Citizens, Government & Healthcare Providers with proven benefit to assist the fight with COVID-19...

Scheduling Tests/Urgent Patient Testing



UiPath Robot is scaled & working with healthcare platforms (e.g. Swiftqueue) to schedule the test appointments, provide a patient reference code, and communicate between tester, lab, GP & Patient.

Benefit: Cleared 160-day backlog in 1 day; reduced Patient concerns; decreased admin by 40%

COVID-19 Lab Testing



When the test sample is submitted, a UiPath Robot is scanning the many data points to identify if the test is positive or negative. This is across multiple data points & with access to a number of platforms to achieve the diagnosis. Robot then updates patient record.

Benefit: Reduced manual work from Health Specialist by 49% per test; test results that previously took 36 hours are now available in less than 12 hours; results have been 100% accurate to date through the robot usage in comparison tests (In Ireland 27k tests were completed per day); 0% error rate risk of mixed samples

Volume Recruitment of Volunteers & Health Retirees



Governments have been requesting help from Volunteers & Retired Health Professionals. Software Robot completes a screening to check if there are any issues with regards to the volunteer safely working (e.g. criminal record, job history etc.). Software Robot then provides information & uploads application data into system along with notifying all departments & 3rd parties to ensure person can be 'utilised' asap (e.g. security, training, supplies, roster etc.).

Benefit: Average time to process volunteer has decreased from 5 days to 4 hours; reduced manual data input by 35%; improved accuracy of record & reporting information

Pandemic Unemployment Benefit



UiPath can automate the payments that are identified by the government for impacted Citizens. Both the form completion can be completed along with different financial platforms & transactions engines integrated at speed.

Benefit: Improves form accuracy (no Citizen had their form returned to date); decreases average handling time (form takes less than 5 mins to complete & transact versus 45 mins); increases the quality of data to ensure that information is relevant for informing 3rd parties & Citizens

This Citizen/Patient COVID-19 Journey solution was implemented in 3.5 weeks as UiPath & Partners have a low code solution. There is also long term capability to inject AI capabilities or integration with other external systems for additional benefit & risk management.

This is all WHO compliant & repeatable world wide.

In addition, we have a Patient/Citizen care triage solution and fully integrated self-service enablement...

Patient / Citizen Care Triage



Utilizing UiPath Forms, combined with attended robot functionality, **this solution enables less skilled staff and staff with limited training to manage front line customer contact services.** The agent interacts with a pre-built scripted interface and 'triggers' the robot to action the task. For example, if processing a customer appointment, the agent follows a script whilst the bot interacts with the back-office systems. The interface assures full compliance to the process with a considerably faster speed of response. The robot interfaces with GP, Scheduling, third party systems to update information accurately every time with information of appointments, results, next steps, etc. **This solution can be deployed rapidly, within days.**

Benefit: Training time reduced to hours; eliminate 30% of repeat calls; improved Patient engagement; faster journey with up to 40% less handing time

Automated / Self-service

UiPath is enhancing self service through adding richer transactional functionality to self service platforms. Channels such as Chatbots, Portals, IVRs as well as unstructured emails can now 'interact' with a customer for more complex enquiries as well as process basic requests. **An unattended UiPath bot can retrieve and write customer information to multiple systems across multiple platforms.** This enables the rapid deployment of self service capability with the rich functionality without the complex and time consuming design. Customers can receive updates, submit results as well as query responses with ease and accuracy.

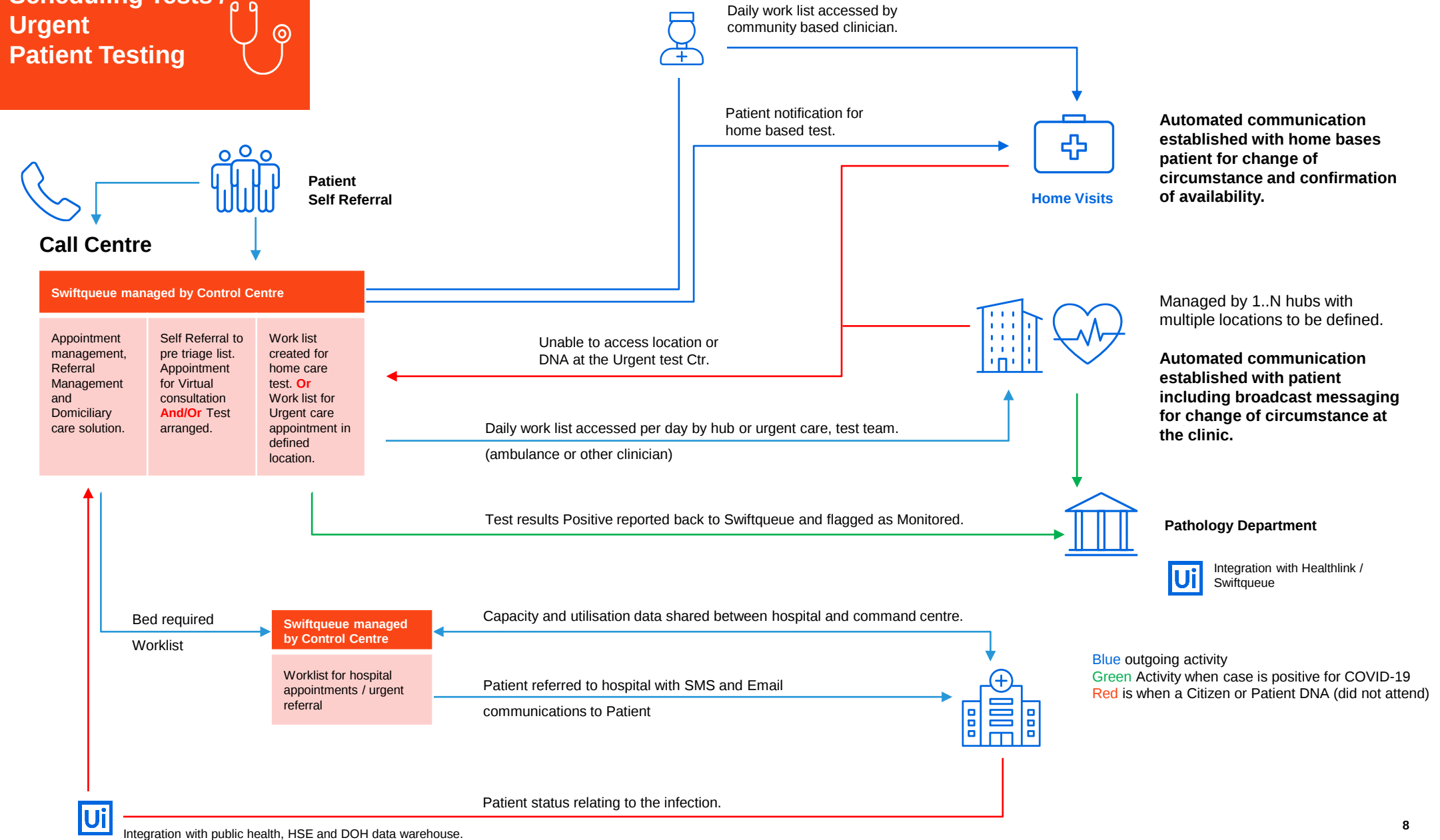
Benefit: Elimination of up to 50% of contacts; assure data accuracy; scale rapidly

This Citizen & Patient services provides an engaged Citizen & Patient journey, efficient service for all stakeholders & most importantly a faster & personal channel to give peace of mind, whatever the result.

Remote Test Centers



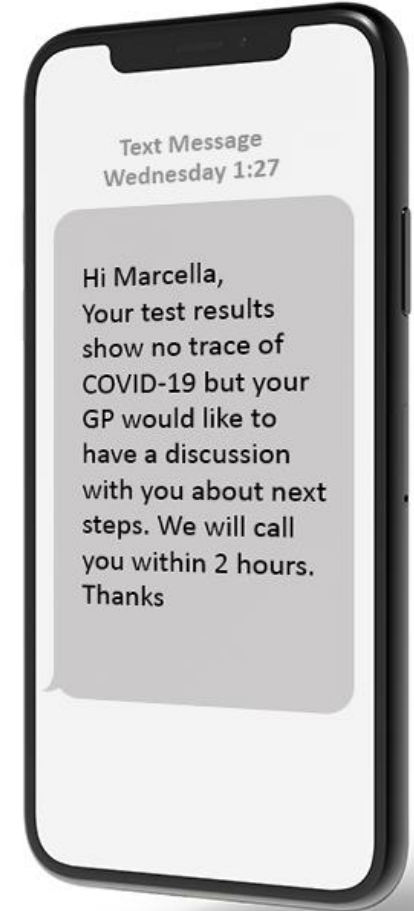
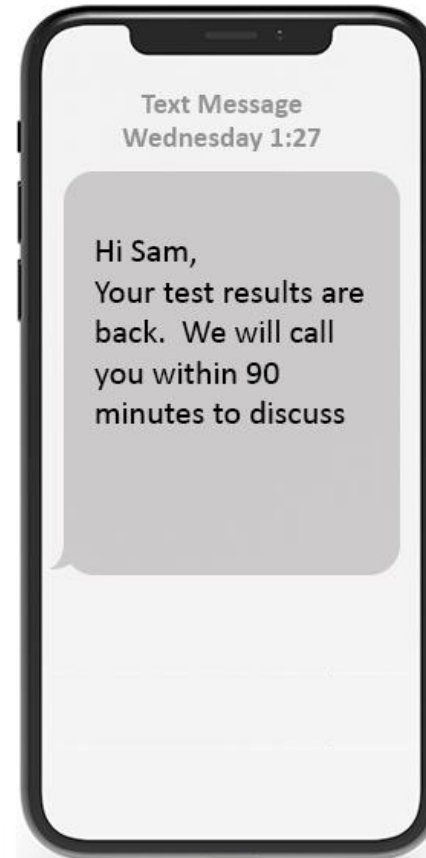
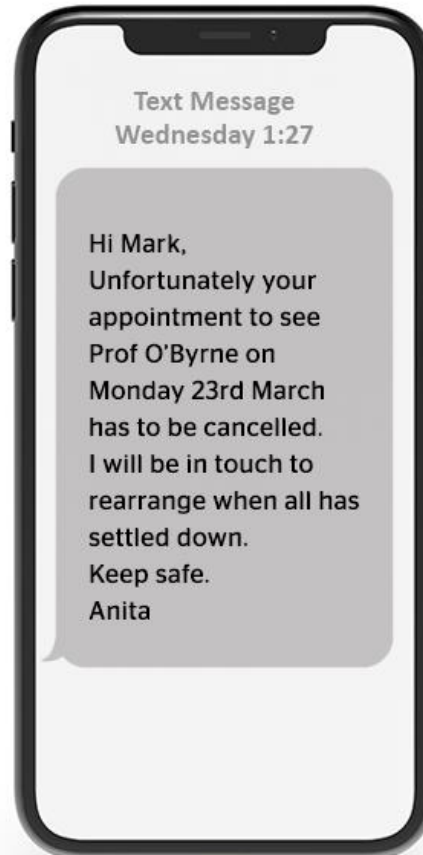
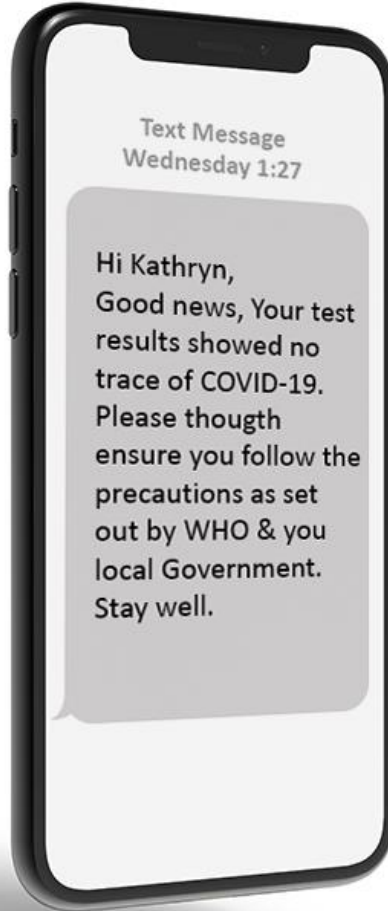
Scheduling Tests / Urgent Patient Testing



Scheduling Tests /
Urgent
Patient Testing



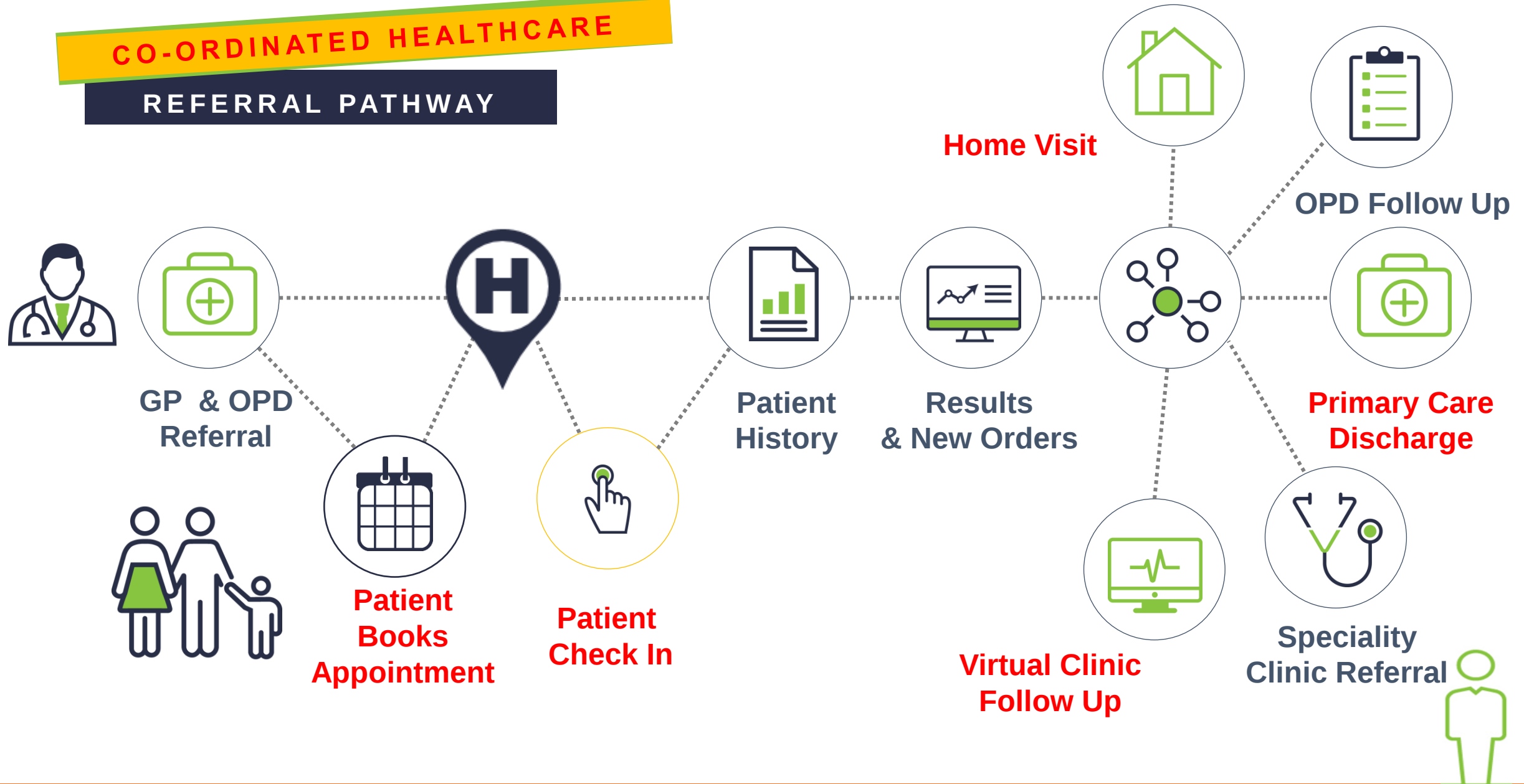
Faster time test for results.



What Happens after COVID-19?

CO-ORDINATED HEALTHCARE

REFERRAL PATHWAY



COMMUNITY & PRIMARY CARE

UIPATH & SWIFTQUEUE



Patient Online
Access &
Self Referral

Referral
Sources



GP & Practice
Nurse Referral



Automated
Hospital
Discharge



Digital Assistant
for Doctors and
Nurses

1. Speech & Language
2. Dieticians
3. Podiatry
4. Dental
5. Ophthalmic Services
6. Community RGN
7. Public Health Nurse
8. Physiotherapist
9. Occupational Therapist
10. Area Medical Officers

UiPath & Swiftqueue Health Care Platform



Referral
Management

+



Clinic
Appointments

+



Home
Visits



*CHO, Area, Network. Location & Specialty
Configuration and Automated Reporting*

Mater Hospital Dublin

The Mater Misericordiae University Hospital is a level 4 teaching hospital based in Dublin's north inner city. The hospital was opened in 1861 by the Sisters of Mercy. In addition to the local services for their catchment area, the Mater Hospital provides a range of frontline and specialist services on a regional and national level.

24,750 Inpatients

63,687 Day patients

221,956 Outpatients

82,307 ER visits

**In
the
last
year**

The hospital is the national center for:

- Heart surgery
- Heart and lung transplants
- Extra corporeal life support (ECLS) - a procedure that uses a machine to take over the work of the lungs and sometimes the heart
- Spinal injuries
- Pulmonary hypertension - a rare lung disorder
- Bone anchored hearing aid
- National isolation unit

Mater Hospital's Story



” Jincy Jerry, Assistant Director of Nursing, Infection Prevention and Control, MMUH, said:

*"Given that **IPC nurses spend close to 30% of their day with administrative tasks**, for the past few months I have been looking at ways to make software robots part of our daily jobs. With the COVID-19 pandemic unfolding now, it is crucial that all frontline staff are freed up as much as possible to spend time with patients and deal with this outbreak, rather than being in front of computers."*

As fast diagnosis and response are crucial in preventing the spread of COVID-19, Mater Hospital is introducing software robots to automate the processing of test results.

This will save the infection control department **3** hours per day, **18** hours per week, and **936** hours per year which they can now spend managing the current COVID-19 pandemic.

Infection Control Bot | Current Process



The current process for extracting, managing, and reporting on new patient infection records is entirely manual and takes several hours to complete every day.

The relevant lists are:

Covid-19
MRSA
Flu
CRE

VRE
ESBL
Norovirus
C.Diff

[Nurse Specialists are assigned to all impacted patients. Therefore, it's imperative that the data is processed accurately and timely.]

- There is significant risk of data entry errors / omissions due to the manual nature of the work.
- Reports are currently distributed to Nurse Specialists in paper form.
- The process is completed at least once per day and twice for MRSA & VRE.

Infection Control Bot | New Process



The Hospital Infection Bot is trained to:

- ✓ Log into the relevant Patient Management Systems.
- ✓ Extract a set of reports for each of the relevant lists.
- ✓ Identify new records that need to be processed from each report.
- ✓ Update the patient record in each case, including assigning a Nurse Specialist.
- ✓ Update the master “All Patients” file.
- ✓ Notify the Nurse Specialists by email regarding the latest lists.
- ✓ Complete the process and close all Hospital Management Systems.

Infection Control Bot | Benefits

Implementation of the **Hospital Infection Bot** provides significant process improvements, including:

- Removal of all manual steps.
- Completion of the entire process <20% of current processing time (3 hour time saving on process per day).
- Data is processed 100% accurately, 100% of the time.
- Exception Management built in to ensure unknown scenarios are captured.
- Bot emails reports to Nurse Specialists, removing the manual paper trail.
- Full auditing and tracking of Bot activities.
- Scalable, reusable model which can be leveraged for other similar processes.





Volume Recruitment of Volunteers & Retired Health Professionals

RECRUITING



686%



~2,100 per year



8-12 mins per transaction

50-70 secs per transaction

280-420 hours per year



4,615%



~2,100 per year



10-15 mins per transaction

9-13 secs per transaction

350-525 hours per year

RECORDS



30,000%



~1140 - 3420 per year



10 mins per transaction

2 secs per transaction

190-570 hours per year



9,231%



~1,140 per year



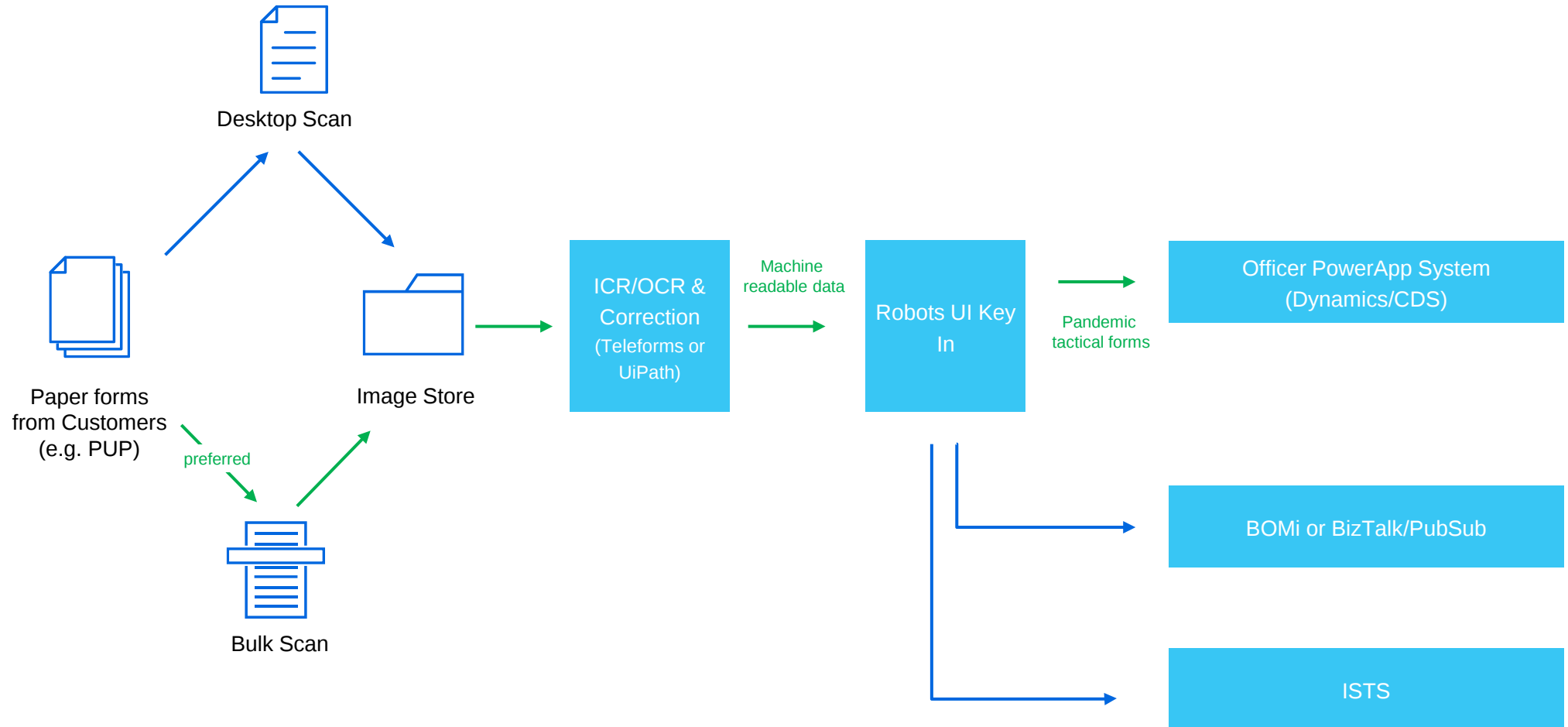
20 mins per transaction

13 secs per transaction

380 hours per year



COVID-19 Unemployment Benefit Application Process





Application form for
COVID Pandemic Unemployment Payment

This is an emergency payment
Please make a full jobseekers application form (UP1) within the next six weeks, form are available on www.gov.ie/deasp. This Payment will only last for a maximum of SIX weeks.

Social Welfare Services
COVID-UP
Data Classification R

Document Type: COVID

First Name: SEAMUS

Surname: MURPHY

PPS No: 1234567890

Mothers Birth Surname: RYAN

Address: 23 High Street Cork

County: CORK

Phone Num: 0123456789

DOB: 01/01/1976

Employer N/A

Last Day Worked: 09/03/2020

Still Working Y: No

Still Working N: No

First Name: SEAMUS

PPS No: 1234567890

Address: 23 High Street Cork

County: CORK

E-mail address: SEAMUS.MURPHY@GMAIL.COM

Date of Birth: 01/01/1976

Employer name, address and phone no: 09 03 2020

Last day worked/paid to: 09/03/2020

Are you still working casually, part-time etc.? Yes ☐ No ☒

Are you in receipt of another weekly Social Welfare payment? Yes ☐ No ☒

Why did this job finish? REDUNDANCY

Bank Account Details

Bank Name: CREDIT UNION

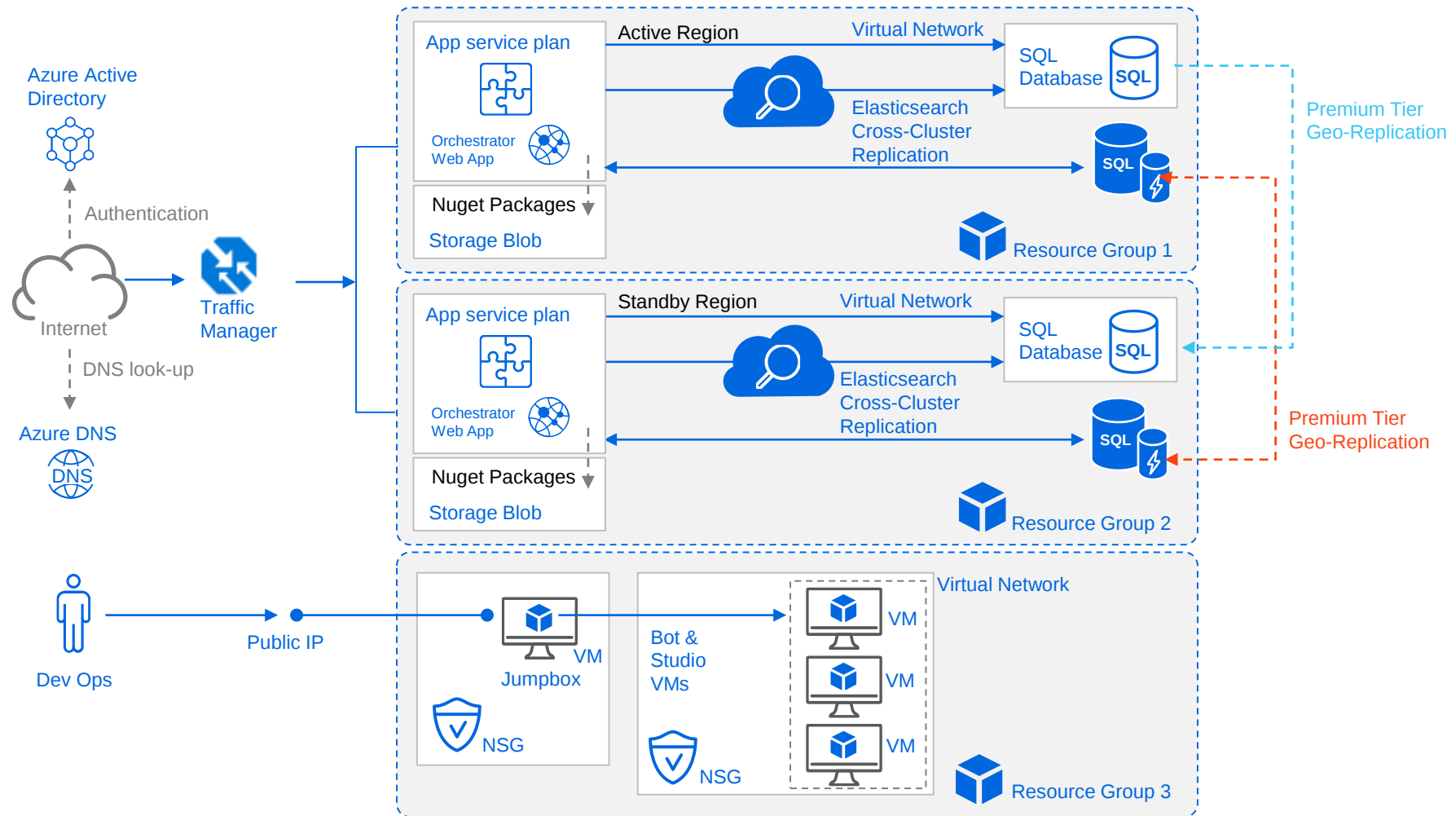
Account Name: SEAMUS MURPHY

B/C: 1234567890

IBAN: IE12345678901234567890

Please keep checking your Bank Account as payment may issue in advance of notification.

Whilst the solution can work on premise, there is a Microsoft Azure cloud that can be quicker to deploy which other healthcare organizations have already deployed....



**NOT ALL
SUPERHEROES
WEAR CAPES**



Q&A

Thank you!