



Health technology company introduces RPA to **process medication requests**



Executive summary

The way we use health services has significantly changed in recent times, accelerated by the COVID-19 pandemic. The NHS has had to adopt the use of technology rapidly, and has made huge leaps in terms of its technological capabilities. Our client works with various NHS organisations, and develops digital systems which are designed to generate efficiencies in primary care.





Challenges

Our client runs a platform which allows users to easily order their repeat prescriptions from medical practices via an app.

Because of heritage technologies, when a prescription was requested, manual intervention is required to enter information on various systems before the request could be progressed.

Continuous and repetitive re-entry was time intensive, tedious and wasteful of staff member's talents.

The pandemic led to a steep surge in the number of prescriptions requested online, and the team member responsible for the manual intervention very quickly was unable to manage all of the work themselves. So, the company looked to RPA to take over the majority of the processing.

“When the number of requests surged by 500%, the company needed to augment their workforce capacity to respond. Automation was a successful approach to adapt accurately, and at speed”.

Zoe Turner, Head of Development, Enterprise RPA



How Enterprise RPA is Helping

[Robotic Process Automation]

UiPath Partner Enterprise RPA have developed an automated solution to eliminate most of the need for manual re-entry of information into multiple systems.

UiPath robots mirror the engagement process with NHS and GP Practice Systems such as **EMIS** and **SystemOne** and fully validate the related processes.

An unattended robot runs daily to check new patient requests, processing prescriptions by date and SLA urgency, and raises an exceptions report based on strict validation rules.

Benefits Summary

Bot in place to manage rising numbers of requests. It can scale-up to deal with volumes and run overnight and at weekends.

Saves approximately **15 hours** per day

Accurately processes around **75%** of the requests.

“We needed a solution to automatically process the majority of the requests we were getting in, and the bot now manages the majority of them. As we see the increase in uptake of use of digital technology and more of these requests being made via our app, it was essential for us to have a solution to help us manage the majority without manual intervention”.

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