

CASE STUDY

IA-Connect for Healthcare

Ultima were engaged to undertake a Proof of Concept (PoC) of IA-Connect for a leading healthcare provider in the United States to complement their existing implementation of Blue Prism. The purpose of the PoC was to provide them with the confidence that IA-Connect, in combination with Blue Prism, can effectively and reliably automate EPIC (a key healthcare application) without the need to resort to complex image-based automation (Surface Automation).

The Requirement

EPIC forms the backbone of many healthcare organisations across the globe, and as an EHR (Electronic Health Record) solution, is core to a large number of processes which directly impact patients and medical staff.

However, until now, EPIC has been notoriously difficult to automate using Robotic Process Automation (RPA) due to the complexity of the application which is compounded by the fact that it's predominantly accessed through a remote Citrix session – something that RPA doesn't traditionally handle well even on simple applications. As a result, organisations will usually have to look at ways in which they can host EPIC locally, introducing maintenance challenges, or avoid automation altogether.

The Proof of Concept

Ultima worked closely with a major healthcare provider in the United States to undertake a Proof of Concept (PoC) utilising IA-Connect with Blue Prism to automate the EPIC application. This PoC focused on demonstrating IA-Connect's capabilities in relation to some of the more complex aspects of the EPIC software platform. These included the ability to:

- Navigate to and interact with all of the screens in EPIC that were required for the automation.
- Extract any data from the relevant EPIC screens that was required to complete a Cost Estimates process.
- Automate end-to-end business processes in EPIC without resorting to complex image-based automation techniques.





Proof of Concept

During the Proof of Concept, Ultima were asked to focus on specific, particularly complex areas within EPIC to provide confidence in the IA-Connect solution. The Blue Prism / IA-Connect automation performed the following during the PoC:

- Launched IA-Connect and the EPIC published app from Citrix StoreFront
- Logged in to EPIC
- Navigated to the Patient Work Queues table in EPIC
- Located and opened the first unprocessed item in the table
- Processed the item by reading the patient's medical record number and selecting the patient class
- For that item, went on to create a new hospital account and a new cost estimate
 - Reading the patient's medical record number
 - Selecting the patient class
 - Creating a new hospital account
 - Creating a new cost estimate

The Results

IA-Connect could read from every screen in EPIC, including complex dynamic screens. It was also able to handle the complex EPIC fields which largely consist of a maze of panels with identical names. IA-Connect could navigate and read the embedded web objects within the EPIC application despite these all appearing with an identical Automation ID of "Internet Explorer".

The Outcome

IA-Connect unlocks the challenges faced and enables healthcare organisations to automate core processes which interact with EPIC to:

- Expedite and enhance communication with patients
- Drive better patient experience and satisfaction
- Eliminate human error and increase standardisation
- Reduce cost by eliminating repetitive and transactional tasks
- Redeploy staff to perform more complex tasks, increasing and enhancing employee engagement

How IA-Connect Works

IA-Connect integrates directly with Blue Prism and Blue Prism Cloud to automate processes through existing Citrix or Microsoft RDS virtual channels, removing the reliance on image-based technologies and enabling processes to be developed in practically the same way as developing natively. This enables us not only to eliminate Surface Automation, but also to remove the need for complex infrastructure VPNs by enabling simple and robust automation through standard user Citrix or RDS sessions with close to zero-footprint.