



## **Case Study:**

**NuMantra's Prescription Analysis  
Automation Solution For BGL Global  
Healthcare**

# Client Background

BGLGlobalHealthcare Ltd is a leading healthcare provider operating 78 clinics and hospitals. Its SOP for prescription analysis and review followed complex manual processes involving multiple stakeholders. Clinicians, operators and technicians manually interpreted and recorded prescriptions.

The client brief to NuMantra was to resolve issues related to prescription analysis and enhance patient safety and operational efficiency.



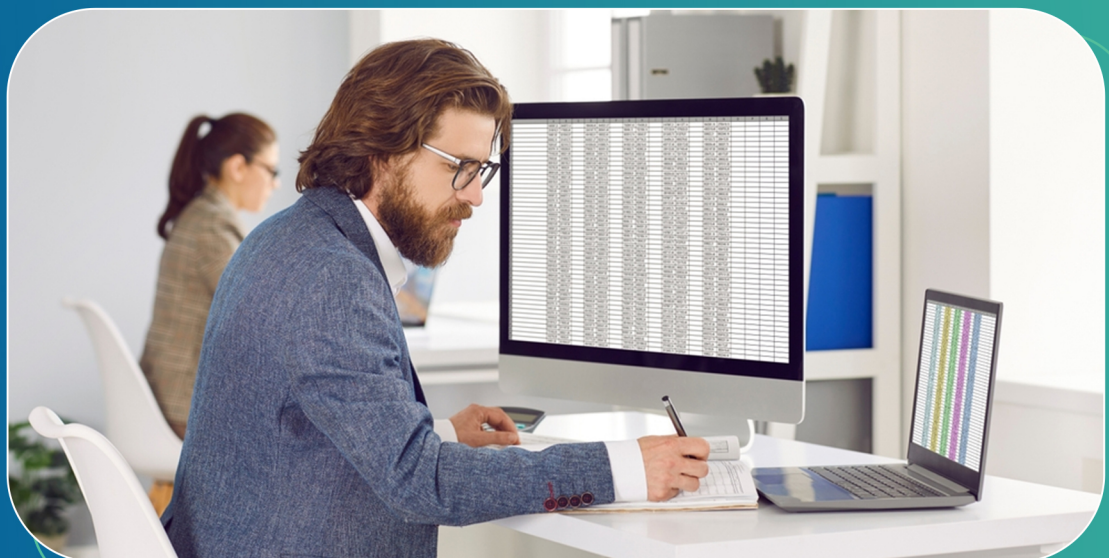
# Problem Areas

BGLGlobalHealthcare Ltd found that errors in prescription interpretation steadily increased over time. There were multiple incorrect entries and potential risks to patient safety. These errors impacted operations and significantly hampered the maintenance of accurate patient records.

Since the organization was considering further expansion, they concluded that human-led errors were a severe concern that needed an effective solution. Therefore, the need of the hour was an effective solution that would eliminate inaccuracies and enhance overall efficiency.

## Their key issues were:

- Manual data entry of prescriptions
- Lack of visibility into prescription trends
- Lack of visibility into prescription trends



# NuMantra Hyperautomation solution

NuMantra's 360 Hyperautomation solution focuses on machine learning of prescription details for automated processing, classifying, interpretation and detail.

The cost-effective but highly productive solution was Optical Character Recognition (OCR) technology. OCR automated the extraction and interpretation of prescription data. Using Robotic Process Automation (RPA), the prescription was interpreted for problem areas like:

- Drug interactions
- Duplicate prescriptions
- Overdoses

The solution also focused on developing several parameters for Quality Assurance and Quality Control, complying with regulatory requirements.

NuMantra's solutions accurately extracted and interpreted data from prescriptions, eliminating the risk of human error during interpretation and recording.

# Implementation Process

NuMantra seamlessly integrated OCR technology solutions to streamline the process. They accomplished the following:

- Compatibility with the existing analysis process was prioritized
- Testing and customizing the OCR solution was optimized to recognize diverse prescription formats accurately.
- Data from thousands of prescriptions were processed and compared with manual entries to ensure optimized accuracy and efficiency



# Key Benefits

- **Error Elimination:** Reduced human-led errors and increased accuracy to 99.9%
- **Secured Patient Safety Levels:** Accurate prescription interpretation was effective in reducing the risk of errors in medication and adverse drug events. NuMantra's solution ensured a 70% decrease in patient safety incidents.
- **Operational Efficiency:** NuMantra's solution led to a reduction of 80% in the overall prescription handling time. This led to a 50% improvement in operational efficiency.
- **Compliance and Record-Keeping:** The digitalized prescription data improved the organization's compliance standards, allowing it to meet 100% of audit requirements easily.



# Data-driven Outcomes

NuMantra seamlessly integrated OCR technology solutions to streamline the process. They accomplished the following:

- **Prescription Accuracy Improvement:** Manual handling accuracy of 85% < 99.9% accuracy with OCR automation
- **Patient Safety Enhancement:** Lowered adverse drug events to < 70% reduction in adverse drug events
- **Operational Efficiency:** Prescription handling time < 80%
- **Cost Savings:** Operational costs dropped by 40% due to reduced errors, rework, and streamlined processes



# Outcome

Here are the major milestones that NuMantra's Hyperautomation solution accomplished for BGLGlobalHealthcare Ltd:

- **Focus on Core Capabilities:** The hyperautomation of prescriptions enabled BGLGlobalHealthcare Ltd to concentrate more on its primary operations.
- **Improved Accuracy:** The solution significantly enhanced the precision of the prescription analysis review process, ensuring safer and more effective patient care.
- **Operational Efficiency and Cost Savings:** With more accurate and streamlined processes, the organization experienced operational improvements and notable cost reductions.
- **Regulatory Compliance:** Also, BGLGlobalHealthcare Ltd achieved and maintained compliance with essential healthcare regulations, thanks to NuMantra's comprehensive hyperautomation solution.





# Conclusion

NuMantra's hyperautomation solution upended BGLGlobalHealthcare Ltd's prescription processes, driving substantial advancements in precision, efficiency, and regulatory adherence. By harnessing OCR and RPA technologies, BGLGlobalHealthcare saw a dramatic reduction in human errors, a surge in operational efficiency, and robust compliance standards. The tangible results underscored the transformative impact of digital innovation in the healthcare sector.

