Appian

CASE STUDY:

Health Management (HM), a MAXIMUS Company

Health Management (HM), is a subsidiary of global health and employment services provider, MAXIMUS. Delivering best-in-class occupational health services since 2008, Health Management now provides 400 businesses with vital, data-driven, clinically-led occupational health solutions to a collective workforce of 2.2 million people.

Through working with clients across a range of industries, Health Management are regarded as experts in offering the best health advice to employees, which in turn helps businesses to maximise their performance.

THE SITUATION

Health Management had delivered occupational health services using manual and administrative processes for several years. Interactions between HM Colleagues, Health Practitioners, Clients and Client Employees were usually done by phone or email, and documents were issued in paper format. For some clients, the requirement to move to a digital format was essential.
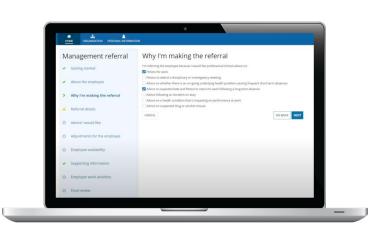
THE APPROACH

Appian was selected to automate the patient journey by using Business Process Management, case management, iOS standard speech-to-text integration, and rules-based decision tables.

THE SOLUTION

The application called 'HealthHub' allows HM's clients' employees to register health care activities through a single interface, while in the background handling a wide range of activities and tasks such as online diagnostic tools,

appointment booking, consultation (including automated dictation), medical testing, result collation and reporting results back to the employee's organisation.

HealthHub simplifies, streamlines and automates processes, as well as enhances the user experience by providing more self-service capabilities than before, which are more intuitive, offer end-to-end visibility, and reduce the service turnaround for triage appointments.

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com