



# Revolutionising Primary Care through Intelligent Automation

As the UK's healthcare landscape evolves, there is a growing emphasis on leveraging technology to streamline care delivery and improve integration between primary and secondary care settings.

As the demands on UK healthcare providers continues to rise, leveraging technology to streamline processes, enhance efficiency, and improve patient care is paramount. With the right tools and strategies, primary care providers can harness the power of Intelligent Automation to transform their healthcare landscape.



Drives **patient-centric** care



Enhances **efficiency and speed**



Improves **data accuracy**

## System Priorities

- Enhance patient experience through timely communication and personalised care
- Accelerate routine tasks and reduce manual intervention
- Streamline operations and reduce administrative burdens on healthcare professionals
- Ensure data integrity and minimise errors in data entry and management

## Key Benefits of Intelligent Automation:



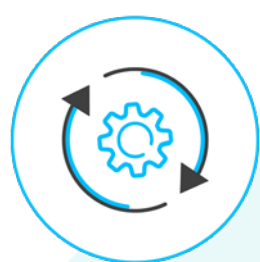
Streamlines Patient Communications



Improves Patient Experience



Seamless Referral Processing



Operational Optimisation



Improves Integration Between Healthcare Providers



Enhances Data Management

*"There is a significant administrative burden in the delivery of Primary Care; one such example is the registration of new patients. The use of automation can drastically reduce this administrative burden for practices, generating substantial cost savings and allowing their teams to focus on more complex cases that require patient interaction."*

**Matthew Douglas – Director Digital & Infrastructure, NHS Cambridge & Peterborough ICB**



## Utilising Intelligent Automation Tools to Transform Primary Care Services

Primary care providers are integrating Intelligent Automation tools into both their patient-facing and back-office operations to enhance patient care and improve operational efficiency. There are a myriad of common administrative processes that automation tools can undertake, which not only frees up staff time to complete more complex, patient-centric tasks, but also eliminates human error from processes.

Using automation to support the management of referrals to secondary care and the tracking of pathology tests, for example, ensures patients are seen quickly and makes sure any necessary follow-up actions are completed promptly.

Automation can also be used to manage aspects of patient communications, such as sending appointment reminders and prescription notifications to patients; this eliminates avoidable missed visits and ensures patients receive their correct medications in a timely manner. Automation tools also include translation capabilities, which enables providers to communicate with patients in their native language, driving greater access to care for minority populations and reducing health inequalities.

*"Here at e18 Innovation, we're shaping a future where seamless integration between primary and secondary care in the NHS is not just a vision but a reality. Through our advanced automation solutions, we're minimising manual processes and delivering efficiencies, all with the end goal of enhancing patient outcomes across the expanse of Integrated Care Systems."*

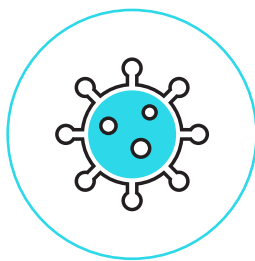
**Louise Wall - Managing Director & Founder, e18 Innovation**



### Use Cases:



New Patient Registrations



Pathology Result Processing



Appointment Booking & Reminders



Call and Recall Management



Clinical Coding



Patient Tracking



Referral Management



Prescription Management



**E18 Innovation**

**Automate. Innovate. Elevate.**

Leveraging Intelligent Automation to transform patient care and deliver a better staff experience in the NHS.

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