

## Digital assistant: Information sheet

### What is it?

Digital assistants free up general practice capacity to concentrate on value added patient care by carrying out highly structured but repetitive and routine PMS clinical, inbox and practice administrative tasks faster. It acts as a virtual employee, where its job is to complete scheduled tasks unsupervised, therefore easing workloads.

### How does it work?

Robotic Process Automation (RPA) is the application of technology that enables configuration of computer software or a digital assistant (robot) to capture and interpret existing applications for processing a transaction, reading or entering data, triggering responses, and communicating with other digital systems. Just like humans, digital assistants can understand what's on a screen, complete the right keystrokes, navigate systems, identify, and extract data, and perform a wide range of defined actions. This creates opportunities for improved efficiencies and productivity by releasing clinician time for direct patient care.

RPA technology has the capability to perform the same set of business processes faster (in some cases around 60% quicker), and more accurately than its human counterpart. Digital assistants can be used to reduce the administrative burden on frontline clinicians and be applied as a sustainable 'workforce substitute' for humans. The robots do not 'make' their own decisions, they execute decisions based on clinically approved algorithms.

### Are these robots proven?

ProCare completed a Cardiovascular Risk Assessment (CVDRA) robot trial to help practices work through their backlog of information, saving practices precious time and money so they could concentrate on other important patient outcomes. The trial saw the robot process more than 15,000 CVDRA's during the 5-month trial period, with approximately, 2,000 patients having their risk score calculated. This contributed to reducing the number of overdue CVDRA's by 20% or more for many practices improving both outcomes and equity. For incomplete CVDRA's, the reporting highlighted data gaps for each patient so the practice could focus on getting updated information for the completion of the CVDRA.

Our trials have demonstrated that these all have the potential to save time in practices. While all practices are different and the size of the practice affects the work of the robots, we estimate a practice could reduce costs and free up the doctor or nurse for other work. All the robots are developed with the support and guidance of a clinician through the planning, build and testing phases.

### Robots offered

1. Cardiovascular Risk Assessments
2. ACC claims reconciliation
3. Specialist Referral (SR) acknowledgement message filing
4. Screening FIT: Normal Result Filing

## What's the impact

Robots are one tool to implement to improve capacity for general practice teams.

Automation use case time savings:

- CVDRA: 5.67min/file
- Specialist Referral Acknowledgement: 1min/file
- Screening FIT: 3min/file

The introduction of Digital Assistants has demonstrated many benefits to practices, including:

- Freeing up clinician time to re-purpose elsewhere by reducing the administrative burden on clinicians,
- Improving clinical outcomes and population health by supporting practices to complete work they otherwise may not have been able to do,
- Direct financial benefit from completing tasks which result in a claim or invoice generated which otherwise may not have been done.

## How much do the robots cost?

You can purchase robots individually to create your own package of digital assistants to suit your practice needs.

Each robot is priced individually, based on the specifications and complexity of the task it's assigned to do. Fees are paid monthly as outlined in the Practice Agreement.

| ITEM                                     | PRICE                                              |
|------------------------------------------|----------------------------------------------------|
| CVDRA                                    | \$0.04 per ESU per month                           |
| ACC claims reconciliation                | 5% of total amount for claims created by the robot |
| Screening FIT                            | \$0.01 per ESU per month                           |
| Specialist Referral (SR) Acknowledgement | \$0.01 per ESU per month                           |

## Supplementary robots

Supplementary Automations will be available at an additional cost as they are developed.

## Robots in the pipeline

1. Cervical Smear: Normal Result Filing
2. Special Authority Response
3. BreastScreen Aotearoa Mammogram: Normal Result Filing

We envisage the pipeline will continue to grow as the service develops, if you have any recommendations for new robots for development please contact us.

## Getting started

The digital assistant runs within your practice using its own login that is set up just for the robot. This provides the access and generates a report at the end of the process showing which transactions have been successful and which need your follow-up.

## If you are interested

We are hosting two webinars to run you through a demonstration of the benefits your practice can expect from the robots. This will also be an opportunity to answer your questions, and advise of next steps. Session times and registration links below:

- Tuesday 29<sup>th</sup> April, 5.30-6.30pm: [register here](#)
- Tuesday 6<sup>th</sup> May, 12.30-1.30pm: [register here](#)