Enhancing Patient Intake Efficiency for a Behavioral Health Organization

A venture capital-funded startup, Regional Walk-In Behavioral Health Organization, sought to improve its patient intake process. They aimed to reduce lost revenue resulting from delays in initial patient intake, primarily caused by dependence on a paper-based system.

Progilisys Solutions, Talent Groups company, maintains a strategic partnership with the organization, nurtured through the Senior Vice President of IT. This relationship encompasses both talent solutions and desktop-on-demand managed IT services, demonstrating a deep commitment to the client's success.

CHALLENGE

During discussions about staffing and IT strategy, the client's leadership identified inefficiencies in their patient intake process. They considered adopting Salesforce to develop workflow-oriented applications. However, this potential solution presented challenges, including a long-term platform commitment and high upfront costs that the client was hesitant to undertake.

APPROACH

Recognizing the client's need for a flexible and cost-effective solution, Progilisys Solutions proposed an alternative: leveraging Microsoft PowerApps. This platform offered rapid prototyping capabilities, enabling the swift creation of a wireframe for the initial application tier. Through iterative feedback, the client quickly visualized the potential solution, facilitating a confident decision to proceed with the innovative proposal.

AT A GLANCE

Challenges

- Revenue loss
- Paper-based intake
- Salesforce commitment

Solutions

- PowerApps integration
- Rapid prototyping
- Agile development

"This implementation demanded a thorough reimagining and modernization of our complex organization—and we achieved it—with the Progilisys/Talent Groups team members."

Client

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CASE STUDY

IMPACT

The decision to choose Microsoft PowerApps over Salesforce marked a significant milestone in our client's journey toward enhancing their patient intake process. This decision was driven by the need for a flexible and scalable solution that allowed for incremental development. The ability to segment the development into manageable, standalone phases was crucial, enabling each component to operate independently and seamlessly until the next phase could be initiated. This approach alleviated financial concerns by avoiding a substantial upfront investment.

Equally important was the capacity for their existing internal team to quickly learn and adapt to the new technology. The client envisioned a scenario where, in the future, they would be able to internally develop additional layers of the solution. Our partnership played a pivotal role in this aspect. By adopting a collaborative approach, we provided an environment conducive to knowledge transfer, enabling the client's team to gain the necessary skills to contribute to and eventually take over the platform's ongoing development and enhancement.

This collaborative framework not only leveraged our expertise but also empowered the client's team, setting a foundation for their long-term autonomy in application management and development. The flexibility offered by Microsoft PowerApps was instrumental in achieving these objectives, providing a platform that was both cost-efficient and adaptable to the evolving needs of the organization. This not only aligned with the client's immediate goals but also laid the groundwork for their future growth and innovation, fully aligning with their strategic vision.

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