



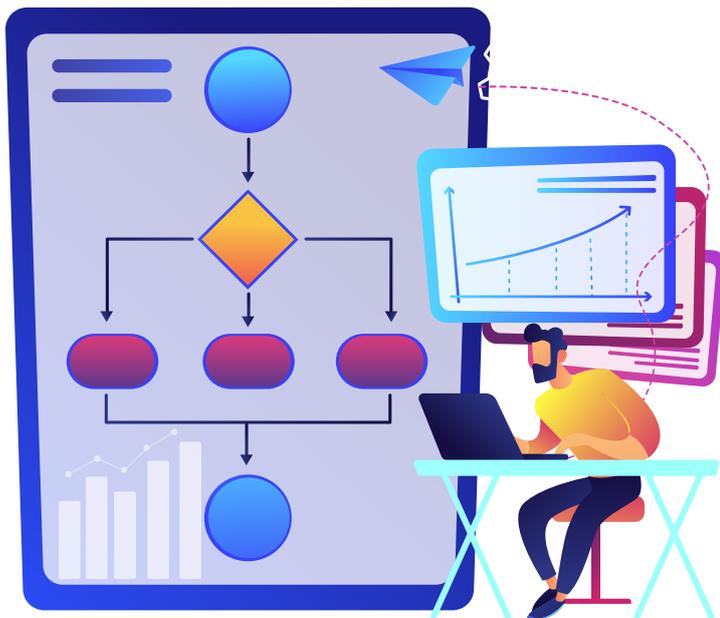
TECH MODERNIZATION

How creating a local technical solution led
to redefining the core business process



Client Business

The client was a Canadian health services firm running a network of medical clinics. These clinics specialized in providing cannabis prescriptions to patients under Canadian Provincial Health Care.



Business Process

Whenever a patient approached the clinic for a consultation, the clinic's admin team allocated a room in one of the nearest available clinics. The patient usually waited in the room at the allotted time before the doctor's arrival. The doctor usually switched between multiple rooms occupied by patients to maximize the number of patients they can see.

Business Challenge

The client's management team was facing an issue with their current off-the-shelf scheduling process software. The software did not provide enough upfront flexibility to match patients with specialists, identify the nearest and earliest available appointment, check for physician availability, all this in a predefined schedule.

The existing solution was prone to errors and extremely difficult to use by support staff and the call center. The top management team felt the need to find a more efficient approach.





Digicode Approach

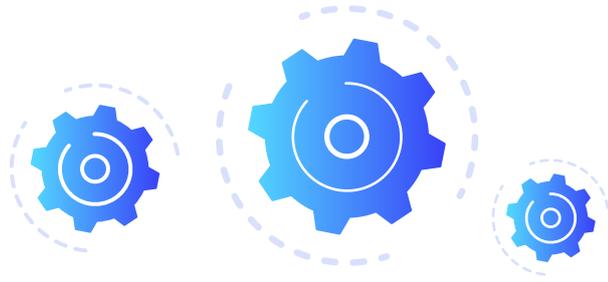
Digicode did a process audit for the current process and developed an MVP for the end-users to test. But the end-users were not happy with the result.

On further probe, Digicode realized that the client's stated need was different from the actual need. The client needed not just software that could help in scheduling patient appointments. They also needed an algorithm that would ensure maximum utilization of the doctors by ensuring patients' presence in the consultation room before the doctor's arrival.

The project evolved to be about automating core business processes and optimizing resource (Doctor) utilization, making it an important mission-critical element of the business.

Working with end-users, the Digicode team helped the client team look at the bigger picture and understand their requirements. This approach helped detect some significant flaws in the initial client specifications that would have rendered the entire project sub-optimal.

Technology Solution



Digicode developed proprietary scheduling and clinic management software with an algorithm that ensured maximum doctor utilization by efficiently routing patients to available rooms and time slots in the clinic.

Digicode partnered with the client to satisfy all the technical requirements by building a software solution that optimized resource utilization, streamlined processes and "ways of working". The team defined the approach, architecture, design, and the technology that needed to be deployed.

Digicode used the 'Continuous Delivery Technique' on top of agile methodology to ensure client involvement at all stages of the project to achieve satisfaction.

Digicode delivered a software solution that consisted of all the essential components for the process. This software easily integrated with other business systems to manage the core company resources efficiently.

Outcome

1

The Tech Modernization approach used by Digicode helped the client define their technology strategy and business systems.

2

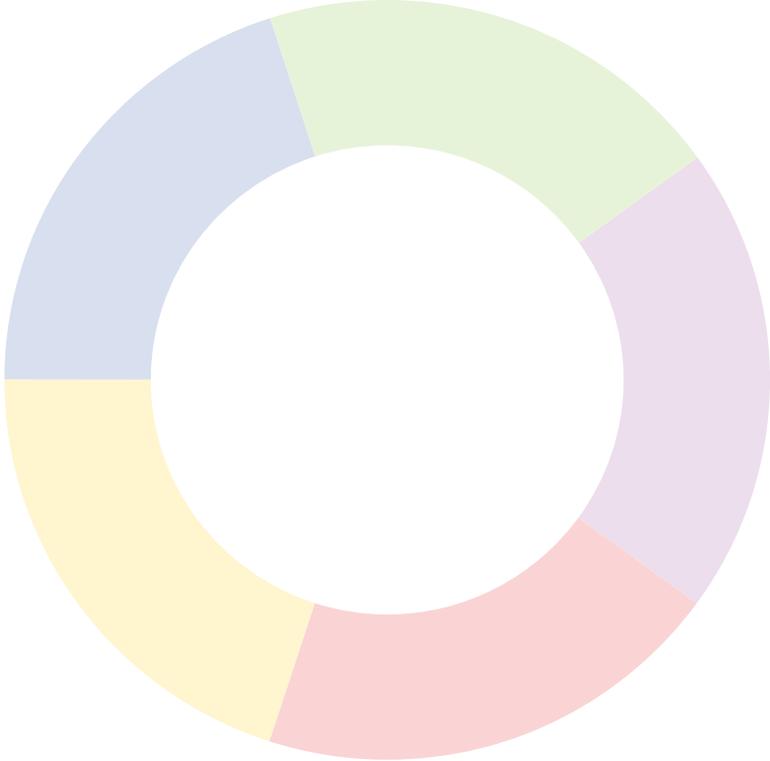
The team working with end-users helped all stakeholders understand the software's need and the benefits post-implementation.

3

The project resulted in automating the core business process of the client and optimization of resources.

4

The new solution benefited every department and employee of the company.



About **DIGICODE**

Digicode is a Custom Software Development and Tech Modernization company based in Dallas, Texas. For over 10 years now, we have delivered world class results aided by our professional objectivity, flexible engagement models, and bespoke solutions.

With our solution-oriented approach, deep understanding of the business goals, and proven operating processes, we genuinely understand customers' needs and help them discover and benefit from new opportunities using tech.

Contact Us

 +1 214 556 6622

 hello@mydigicode.com

 www.mydigicode.com