

# Streamlining Healthcare: **50%** Faster Records, **20%** Fewer Missed Appointments, and **15%** **Cost Savings**

## Problem

A multi-location healthcare provider faced operational inefficiencies due to fragmented data systems. Physicians struggled to access accurate patient records across departments, leading to delays in care and compromised patient outcomes. The lack of automation in appointment scheduling and billing further strained resources.

## Solution

Xylity teams of experts implemented Dynamics 365 Business Central to create an integrated software ecosystem

- **Centralized Data Management**  
Integrated patient records from all locations into a single database accessible by authorized personnel.
- **Workflow Automation**  
Streamlined appointment scheduling, billing, and patient communications to reduce manual workload.
- **Operational Insights**  
Real-time analytics dashboards provided actionable insights into patient care trends and resource utilization.

## Workflow

- **Data Consolidation**

Migrated legacy patient records into a centralized, cloud-based system.

- **Appointment Scheduling**

Automated reminders reduced no-shows, improving scheduling efficiency.

- **Billing Integration**

Linked billing workflows with patient data to ensure accurate and timely invoicing.

- **Care Coordination**

Physicians accessed updated patient histories in real-time, enabling precise diagnoses and treatments.

## Achievements

- Patient record retrieval time cut by 50%, improving response times.
  - Appointment no-show rates reduced by 20% with automated reminders.
  - Operational costs lowered by 15% through streamlined workflows.
  - Improved patient outcomes and satisfaction scores due to enhanced care coordination.
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