

HEXAWARE

Digital Transformation in Healthcare: Achieving Operational Excellence and Transforming Patient Experience

AI-Driven Care Redesign for Faster, Smarter, and Seamless Healthcare.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Trusted Name in Compassionate Care

Our client is a prominent multi-specialty medical group in the United States, widely recognized for its commitment to clinical excellence and compassionate care. Serving thousands of patients daily, the organization has built a strong reputation for delivering high-quality healthcare. However, as the healthcare landscape rapidly evolved, the client faced growing challenges in scaling operations and maintaining a seamless, patient-centered experience. Driven by a bold vision to transform care delivery, they set out to achieve digital transformation in healthcare through streamlined workflows and consistent, high-quality interactions across every touchpoint in the patient journey.



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Overcoming Silos and Operational Complexity

Several challenges impacted the client's operational efficiency and patient satisfaction:

- **Delays in Patient Call Handling**
High call volumes for appointment scheduling overwhelmed existing systems, leading to long waiting times, inefficient call routing and poor communication in addressing general inquiries resulted in increasing drop-offs and patient frustration, impacting overall service quality.
- **Disconnected Nurse Triage Systems**
Inconsistent clinical guidance, limited access, long response times, and poor after-hours support left patients feeling underserved during critical moments.
- **Frequent Denials impacting revenue**
Rigid claims workflows, high denial rates, and limited cash flow visibility placed a heavy burden on financial operations, slowing reimbursements and straining administrative teams.

- **Manual Healthcare Records Management**

Processing over 4 million inbound fax images annually through manual indexing created significant delays, operational bottlenecks, and duplicated efforts, disrupting the seamless flow of patient information across departments.

These challenges resulted in significant operational inefficiencies limiting scalability to adapt to patient needs, making it difficult for the organization to achieve its long-term goals of delivering seamless, patient-first care while maintaining operational excellence.



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Hexaware's Human-Centered Digital Transformation Framework

Hexaware designed and implemented a holistic digital transformation strategy with human-centered care at its heart. The solution focused on leveraging automation, AI, and proprietary accelerators to scale operations without compromising quality.

AI-Enabled Inbound Call Handling:

Hexaware introduced several transformational levers which automated routing of calls to clinics and departments based on intent, reducing wait times and optimizing inbound call handling. The solution included chatbot integration to automate appointment scheduling and routine requests, ensuring faster and seamless patient interactions. A Smart Tutor was deployed to enhance agent training, monitoring, and knowledge refreshers, improving overall agent readiness. Additionally, the Agent Assist tool provided next-best-action (NBA) recommendations and streamlined scheduling workflows for time, clinic, and doctor assignments. Speech to text analytics further refined agent quality by analyzing call interactions for empathy, knowledge accuracy, and performance, driving continuous improvements in patient care and operational efficiency.

- **Benefits:**
 - 25% faster call resolution times
 - Improved patient satisfaction through accurate and empathetic responses

- 20% reduction in operational costs by automating routine tasks
- Automated workflows streamlined telehealth optimization

Centralized Nurse Triage Command Center

Hexaware replaced fragmented triage workflows with a single, integrated system powered by intelligent automation. This enabled 24/7 support with consistent clinical advice and faster response times.

- **Results:**
 - Significant reduction in patient response time
 - Consistent guidance across all triage interactions
 - Improved patient satisfaction for urgent care needs

AI-Driven Revenue Cycle Transformation

Hexaware introduced predictive analytics and automation tools seamlessly integrating with Epic systems to streamline claims processing, reducing denials, and accelerating reimbursements.

- **Results:**
 - 25% reduction in claims denial rates
 - Revenue cycle processing sped up by 2x
 - Enhanced provider-payer alignment and cash flow visibility

Healthcare Records Digitization

Hexaware introduced OCR technology, and an AI-NLP based document classifier for automated classification of patient records across departments

- **Results:**
 - 50% reduction in time spent on manual indexing of over 4 million inbound fax images annually
 - Reduced manual errors and improved compliance
 - Significant cost savings by minimizing labor-intensive processes

Scalable Global Delivery Model

Hexaware established a global healthcare operations team through Centers of Excellence (CoEs) to provide 24/7 support, ensure high SLA compliance, and continuously optimize processes.

- **Results:**
 - Reduction in operational costs
 - Improved turnaround times with seamless staffing coverage
 - Resilient workflows ensuring consistent healthcare delivery

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Transformative Results for Patients and Operations

The transformation delivered measurable results, empowering the organization to achieve its goals for operational excellence and patient-centric care.

Key Benefits:

- **40% Improvement in Nurse Triage Efficiency:** Faster clinical responses reduced patient wait times and improved service quality.
- **20% Reduction in Operational Costs:** Leaner, more sustainable operations with optimized workflows.
- **Enhanced Patient Satisfaction Scores (CSAT/NPS):** Reflecting stronger trust, loyalty, and engagement.
- **Standardized Clinical Workflows:** Ensuring consistent, high-quality care delivery across the organization.



Summary

A Roadmap to the Future of Healthcare

A leading multi-specialty medical group in the U.S. partnered with Hexaware to overcome operational inefficiencies and fragmented patient experiences. Facing challenges like broken revenue cycle workflows, disconnected nurse triage systems, and siloed tools, the organization sought a transformative solution. Hexaware implemented a human-centered digital transformation framework, introducing AI-driven revenue cycle automation, a centralized nurse triage command center, and a unified patient engagement ecosystem. These innovations led to a 40% improvement in triage efficiency, a 25% reduction in claims denials, and enhanced patient satisfaction. This case study showcases how AI in healthcare and empathy can work together to deliver scalable, patient-first healthcare.

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About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at
<https://www.hexaware.com>.

Want to transform your healthcare operations with patient-first digital innovation?

Reach out to marketing@hexaware.com to explore how Hexaware can help you deliver seamless, scalable, and empathetic care.

Get in touch