

Azalea Health Innovations Helps Elite Services

Improve Workflow with Custom Web-Portal Application

Abstract:

This paper will discuss the many business advantages that AHI brought to Elite Services by developing a customized Web-Portal Application for their business. The advantages include automating of day to day business practices and workflow, increased productivity, enhancement of laboratory reporting, and savings of labor hours.

Introduction:

Elite Services is a Third Party Administrator (TPA) company with branches in Orlando, Gainesville, and Lake City, Florida. Third Party Administrator's serve as an administrative contact between companies needing drug testing performed and the medical laboratories where the testing is carried out. The TPA contracts with Medical Review Officers (MRO's) who oversee the drug screening process. Florida law requires that a licensed MRO oversee the drug screening process for pre-employment and random drug testing programs.

The Challenges:

The drug screen reports that Elite Services would receive from the reference laboratory were in electronic format. These had to be manually gone through and placed into a template for delivery to their clients. The reports would then have to be printed and mailed or either faxed to the clients. All of the reporting was tracked manually on Excel spreadsheets. Reports that needed to be MRO reviewed would have to be manually snail mailed over to the Medical Review Officer. All of the manual intervention that needed to be done added many days to the turn-around-time of the lab tests. This whole process was very time consuming and a labor intensive project which had to be repeated on a daily basis.

The Solutions:

Elite Services needed a web based system that would handle web based drug testing report delivery to clients, MRO Reviewing, and faxing of reports automatically. AHI developed a web-based application portal that handles all of these scenarios. Electronic reports from the reference laboratory are uploaded to the web portal where they are parsed out and made available to the clients in a PDF format. The clients have the ability to log into the web portal and print their reports daily. Email notifications are sent out notifying clients that new reports are waiting in their accounts. If a report is a positive drug screen, the report is queued to the MRO for review. Faxes are sent out automatically through the web portal to clients who prefer to receive fax reports. The web portal also has a module to generate client invoices each month.

Tools & Technologies Used:

- CentOS Linux Operating System.
- PHP / MySQL Web Application Framework.
- Xajax PHP Ajax Framework.

Benefits of AHI Custom Web-Portal Application:

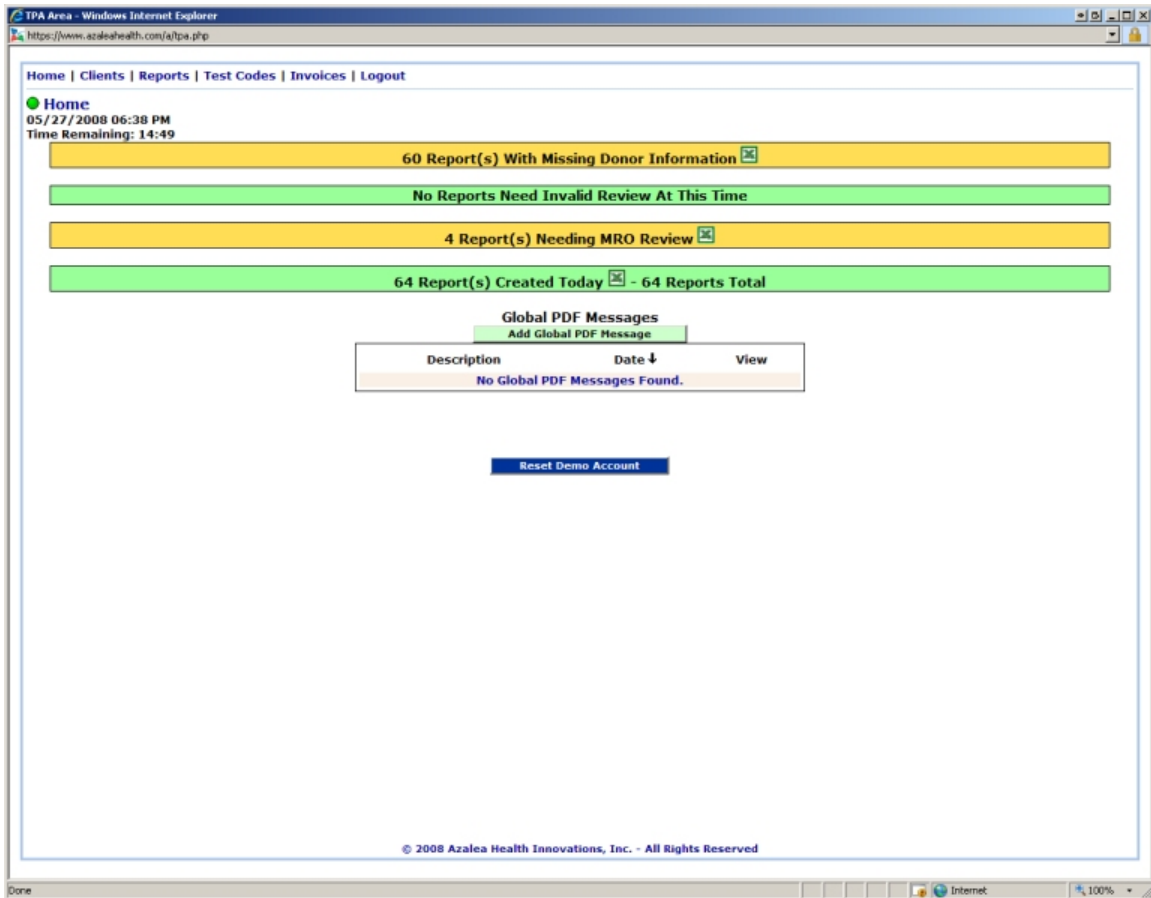
- Daily Time and Labor Savings.
- Improved Reporting Accuracy.
- Web-Based Portal for Clients.
- Unified Monthly Invoice Generation.

Summary:

AHI's web-based application portal takes what was a daily time consuming task for Elite Services and completely automates their business practices allowing them to focus on what is most important: their clients. The web portal completely handles all aspects of report delivery, MRO Reviewing Process, faxing of reports, client web portal, and monthly invoicing for Elite Services.

System Screen Shots:

See below.



Home Screen

TPA Area - Windows Internet Explorer
 https://www.azaleahealth.com/atpa.php#

Home | Clients | **Reports** | Test Codes | Invoices | Logout

Reports
 05/27/2008 06:39 PM
 Time Remaining: 14:57

1 Report(s) Needing Invalid Review

4 Report(s) Needing MRO Review

64 Report(s) Created Today - 64 Reports Total

Search Reports

Enter PID Or Name Above To Search For A Report.

New In-House Reports

Client # ↑	Client Name	Donor PID	Reported	Status	View
Select All Clear All					
Print Selected 54 Report(s) Total.					
<input type="checkbox"/>	15001169	ABC CLIENT	349156013	08/07/2007 05:03PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	618613107	08/08/2007 06:02PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	123082298	08/08/2007 06:02PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	048803294	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	581710250	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	290209284	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	249238710	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	763079202	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	114794222	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	542968430	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	485298733	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	072559584	08/08/2007 05:04PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	444687866	08/08/2007 06:02PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	929099752	08/08/2007 06:02PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	328558626	08/08/2007 06:02PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	633445734	08/07/2007 05:03PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	891712823	08/07/2007 05:03PM	New
<input type="checkbox"/>	15001169	ABC CLIENT	158340430	08/07/2007 05:03PM	New

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Reports Screen