

CASE STUDY: BACKGROUND



Drive Revenue & Improve Productivity

Chartis Medical & Rehabilitation Limited (formerly AIG) realised that a combination of legacy systems and paper processes were threatening its leading position in the medical and vocational rehabilitation market. "This was strategic to us. Our clients were demanding greater transparency and improved reporting," says Melanie Summers, Managing Director of Chartis M&R and Senior Vice President of Chartis Insurance UK Limited.

In less than two months, psHEALTH together with senior management and clinical staff developed Symbio-Sys, a bespoke web-based medical and vocational case management solution used across insurance rehabilitation and occupational health.



Online Portal for Clients

"Simply put, we wanted to make it easier for our clients to do business with us. There was too much paper involved. We asked psHEALTH to design a facility for online referral and online access to case status and real-time SLA reports," says Melanie.

Better MI and Real-Time Reporting

"In addition to developing a tool for the case management process, it was critical for us to create a system that would provide better management information," says Scott Trevithick, General Manager, of Chartis M&R. "Everyone benefits from better MI. Clients understand the value we add, it helps us enforce clinical governance and, to improve its productivity," he adds.

"With our new system, we are realising a 3:1 return on investment. We have secured a large contract and we are making significant productivity gains."

Melanie Summers
Managing Director of Chartis M&R and Senior Vice President of Chartis Insurance UK Limited

Critical: Data Security

"Data protection and information security are absolutely paramount to our clients. We needed to find a partner that could stand up to the scrutiny of our central IT due diligence team. It was also important that they were ISO 27001 certified," Scott continued.

CASE STUDY: SOLUTION



100% Customised Solution, Iterative Development

“Together with Chartis M&R, psHEALTH mapped processes and held a number of workshops with clinicians, administrators, legal and finance,” says psHEALTH Director, Ingolv Urnes. “To help Chartis M&R visualise the end-solution, we created a series of rapid prototypes using our library of healthcare building blocks,” he adds.

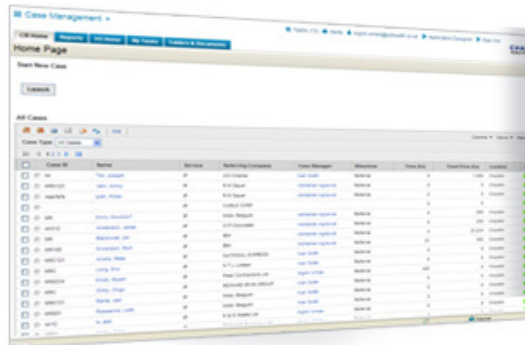
Key Lessons Learned

“The biggest lesson for us was to involve our information security and due diligence team early in the process. Given Chartis Insurance UK Limited (formerly AIG) is a global business involved both in financial transactions and health, suppliers are put under extreme scrutiny,” says Scott. “Symbio-Sys was exposed to the most sophisticated penetration tests and IT due diligence.” “Our approach of involving all stakeholders in the design of the solution was a great success and led to a surprisingly smooth launch of the system,” he adds.

Zero Project Risk - Implementation in 2 Months

“Our most important skill is to develop solutions quickly together with the client”, says Abhishek Agrawal, psHEALTH’s Technical Director. “psHEALTH will take the project risk and the client actually only starts paying once the new solution is up and running,” he adds.

Real-Time Status



Online Portal



SLA Reporting

