

How we use automation to help you validate waiting lists

Using a combination of automated call (chatbot) technology and our Referral Management Centre, we are helping trusts to prioritise and clinically validate waiting lists efficiently.

This solution saves huge amounts of time and staff resource, reducing hospital costs. Chatbot costs are a tiny fraction of those incurred in producing, printing and posting letters.

How we do it

- After we receive a validated list of patients, we carry out a secondary validation.
- Patients are then sent an SMS text with a link to a personal survey on a secure web portal. If after a set period they have not engaged with this they receive a phone call.
- Our cloud-based automated solution (chatbot) calls the patients by name and asks them a series of questions to assess their current needs.
- If patients indicate they want to come off the list, the system can divert to our Referral Management Centre human operator in real time, showing on-screen the answers given so far.
- The patient's healthcare worker then assesses the response and agrees they no longer require the appointment. They are removed from the waiting list by the healthcare provider, and the patient and their GP are notified of the discharge.
- If initial contact has not been made after a pre-defined number of chatbot calls, we attempt to contact the remaining patients via up to two Referral Management Centre agent calls. This supports patients who do not want to engage with the chatbot and also those whose details would not be easily comprehended by the system. Vulnerable patients are excluded from chatbot calls.
- The solution can use different scripts for each clinical specialty.
- Results are recorded electronically and provided back to the healthcare provider, together with a graphical report of the waiting list's processing status.
- This enables the healthcare provider to identify the challenges faster, prioritise patients, develop plans and optimise delivery of services.



Across five NHS trusts who have engaged:

- **80%** contact rate achieved by blend of automated and agent-supported calls
- **67%** of patients engaged with the automated call
- **9-14%** of patients, depending on specialty, no longer needed to be on the waiting list.



Other uses

The automated call solution can be used for a variety of tasks where there is a need to contact a high number of patients, a requirement for electronic output of responses and where the system has the ability to feed directly back into the patient administration system via robotic process automation. For example:

- Contact patients for post treatment reviews to see if they are ready to be discharged back to primary care
- Patient Initiated Follow-ups (PIFU)
- Contact patients with appointment preferences such as video, telephone and face to face
- In-bound campaigns only to support patients on multiple pathways and patients whereby no contact number is available.

Patient benefits



- Patient choice when managing their wait
- Can be combined with 'Waiting Well' initiatives
- Opportunity to easily provide valuable feedback on their current situation
- Reassurance that the healthcare provider is actively managing the waiting list

Trust benefits



- Cost saving over traditional postal approach
- Reduced backlog and reduced waiting times while maintaining quality of care
- Quick deployment and implementation
- Integration with hospital data
- Faster processing of larger number of patients
- The campaigns can be tailored to local needs such as either a text or a webpage chatbot, or a human caller
- The process has often aided collaborative working between integrated care boards and NHS trusts
- Helps ensure the accuracy of waiting lists

For more information on our products and services contact us today:

Email: mlcsu.partnerships@nhs.net

mlcsu.co.uk