



Pathology Center of Excellence

The Challenge

The Pathology Center of Excellence wanted to externalize work due to increase in overhead costs using an appropriate technology solution. They had evaluated various vendors over span of 2 years and in spite of their efforts to choose a vendor, the board still remained un-convinced on 2 fronts – Pathology domain knowledge and HIPAA compliance. Owing to the lack of resources, the client was investing heavily on overtime costs causing a dip in employee morale and satisfaction. They were exploring a technology partner to drive process automation.

The Solution

ExdionRCM winning the confidence of the client on HIPAA compliance was audited and certified by Pricewaterhouse Coopers (PwC). Exdion's domain expertise in the field of Pathology combined with their process automation prowess helped turn the challenge into a solution. ExdionRCM was the technology partner of choice to deliver enhanced Revenue Cycle Management. ExdionRCM enabled the Pathology Center of Excellence (COE) deliver better operations for clients across a variety of processes within Clinical and Surgical procedures. Subject Matter Experts at ExdionRCM worked closely with seasoned operations professionals and doctors to deploy a solution that fully automated RCM. ExdionRCM invested in further building the relationship through various process enablers and automation tools that clearly gave the client the confidence to place their processes in our hands.

The Value

ExdionRCM has helped our client manage a highly domain intensive business with minimal onsite staff. The client has seen significant cost savings by reducing over time expenses. Our client now relies on our domain knowledge and quick scalability to actively pursue new clients. ExdionRCM deals with the daily operations while our client deals with strategic business opportunities and CRM.

For more information visit us at-



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