

CASE STUDY

PAX FIDELITY: ADVANCED AI-ENABLED PROTOCOL IDENTIFIER

Overview

Pax Fidelity is an advanced AI-enabled protocol identifier designed to streamline the process of identifying and applying appropriate protocols for radiology providers. This case study highlights GeBBS's successful implementation of Pax Fidelity and how it helped improve their client's operational efficiency and profitability.

Background

An Imaging Center wanted to improve scheduling efficiency and reduce manual processing efforts associated with protocol identification.

Deployment

The AI system was integrated into the scheduling workflow, replacing the need for agents to manually search through extensive knowledge bases to identify appropriate protocols.

Timeframe: 30 days

Implementation phases:

- Staff training
- Phased rollout to ensure a smooth transition.

Key Success Outcomes

1. Increased Appointment Scheduling Efficiency

Before Pax Fidelity, agents spent a significant time identifying the correct protocol, limiting the number of monthly appointments. With the implementation of Pax Fidelity, this process was automated, allowing our client to schedule more appointments efficiently.

2. Reduced Need for Manual Coders

The automation of protocol identification reduced the reliance on manual coders, streamlining the overall workflow. This shift accelerated time-to-pay and minimized human errors associated with manual coding.

3. Cost Savings and Revenue Protection

Through protocol identification automation, Pax Fidelity helped to mitigate coding errors, resulting in substantial cost savings and improved revenue protection for this imaging provider.

4. Performance Metrics Improvement

This implementation led to notable improvements in key performance metrics:

- **Calls per Hour (CPH):** Increased from 6.57% before implementation to 7.61% after.

Calls per hour	Daily	Weekly	Monthly
After - May 2023			
6.57	52.56	262.8	1,156.32
After - June 2023			
7.61	60.88	304.4	1,339.36

The increase in CPH from 6.57% to 7.61% signifies a more efficient handling of calls, contributing to a higher throughput.

- **Total Improvement:** Overall performance improved by 15.83%

Proven Outcomes

- Appointments per Hour (APH): Increased from 2.16% before implementation to 2.50% after.

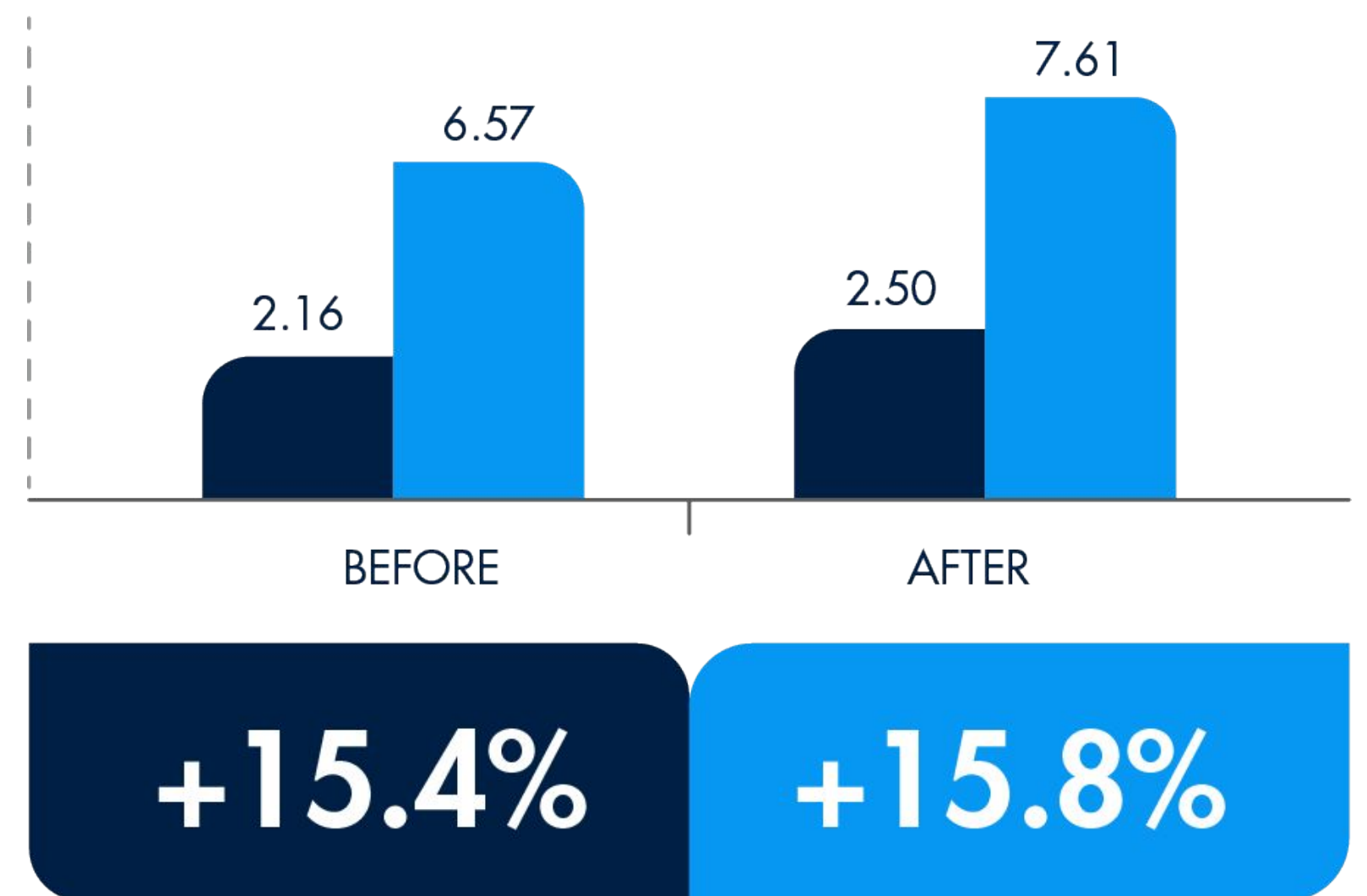
Appointments per hour	Daily	Weekly	Monthly
Before - May 2023			
2.16	17.28	86.4	380.16
After - June 2023			
2.50	20	100	440

The rise in APH from 2.16% to 2.50% indicates enhanced scheduling capabilities, allowing the client to manage more appointments effectively.

- **Total Improvement:** Overall performance improved by 15.74%.

Illustrative Analysis of APH / CPH Improvement

■ APH ■ CPH



GeBBS's successful implementation of Pax Fidelity significantly improved the radiology center's operational efficiency and profitability by automating protocol identification. This automation enabled considerable cost savings, improved appointment scheduling, and enhanced performance metrics.



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Client Testimonial

"Thanks to GeBBS's support, we significantly reduced hold times and successfully launched a fully operational Spanish-language queue in our call center. Their team was consistently responsive, met all deadlines, and showed great commitment—always willing to join calls to ensure alignment and smooth execution."

*Chief Operations Officer
U.S. Imaging Group*

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