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Newson Health
Menopause & Wellbeing Centre

Automating recruitment, onboarding, governance and patient communications

Newson Health, the leading menopause specialist practice, worked with jaam automation to streamline a range of internal processes to assist with their rapid expansion, as well as free up staff time for value-adding work and offer faster turnaround times for patients.

OVERVIEW

"Our clinic prides itself on its communication to patients and using technology to improve this process further is fantastic."

Dr Louise Newson – Founder and Clinical Director, Newson Health

75%

HIGHLIGHT

Clinicians can now create patient letters with one click, reducing the time taken to generate letters by up to **75%.**

THE CHALLENGE

The menopause services offered by Newson Health provide specialised support to patients that is much in demand. The Newson team knew that recruiting new clinicians and increasing the number of patients seen would need technology and automation to help prevent administrative overload.

The core business processes tackled in the initial stages with jaam automation were:

→ **Recruitment** → **Employee onboarding** → **Governance** → **Patient Feedback** → **Patient Letters**

When scaling at speed, managing business processes and producing patient letters can become a massive overhead for the practice team. Process costs that are acceptable in small amounts can become a major expenditure, and untenable as volumes grow. In addition, standardising and streamlining can often be overlooked, leaving a trail of issues to resolve.
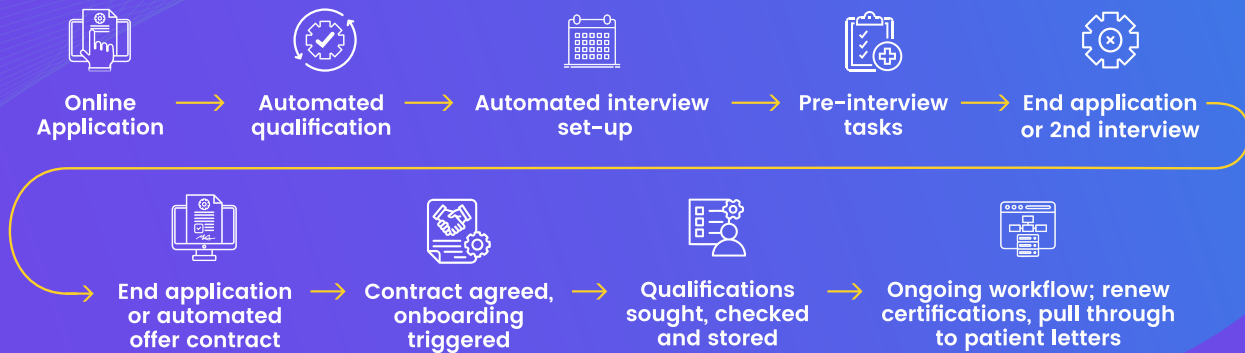
THE SOLUTION

Newson Health recognised this and engaged jaam automation to pre-emptively address these challenges. The team at jaam automation worked alongside the Newson Health team to implement a range of automation processes that would drive efficiency and help facilitate growth.

The Newson Health recruitment process spanned everything from advertising to qualification governance. The team at jaam created a Nintex workflow covering every step of the clinician recruitment and onboarding process.

🌐 **jaamautomation.com**

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From online application through qualification, interviews, employment offers, onboarding and governance, a Nintex workflow integrated with Calendly, Microsoft SharePoint and Teams does all the heavy lifting, meaning that the administration of recruitment is now as automated as it can be, with minimal need for human intervention.

Online Application → Automated qualification → Automated interview set-up → Pre-interview tasks → End application or 2nd interview

End application or automated offer contract → Contract agreed, onboarding triggered → Qualifications sought, checked and stored → Ongoing workflow; renew certifications, pull through to patient letters

In terms of patient feedback and complaints, jaam created a standardised process within a Nintex workflow where a complaint is logged using a form and attachments, which then updates the feedback list in SharePoint before an investigator is set up internally. Steps taken are recorded, as well as action, resolution and lessons learned, before going to senior management for sign off.

nintex **Calendly** **DocFusion**

Automation to enhance patient care

The creation and issue of patient letters has been streamlined through the use of DocFusion document automation software and a Google Chrome add-in for the patient admin system, coupled with a workflow for approval and review of the letters created by intelligent document templates. With just one click, clinicians can now access a comprehensive letter template that is pre-populated with all the necessary details from the patient's record, and can be customised as needed without having to spend time typing out a letter from scratch.

The intelligent document templates are a key component in the automation of patient letters; designed to connect to consultation data and intelligently display the correct letter paragraphs based on various rules, the templates were also customised specifically for menopause patients so that they include all relevant information regarding hormone therapy, menopause symptoms and the lifestyle changes that may help.

Finally, the workflow for approval and review of patient letters ensures that all letters are reviewed by a specialist clinician and are sent to the patient only after this review and approval is complete.

THE BENEFITS

Automation within the Newson Health practice has produced a wealth of benefits that positively impact on patients and staff alike:

99%
of patient letters delivered within 2 days

75% less time spent by clinicians on patient letters

Improved Efficiency
Less time spent on admin processes is more time spent on patient care

Faster Turnaround Times
Patients can now receive letters within hours of consultation, increasing patient satisfaction and speeding up clinical process

Cost Savings
Less time spent on admin processes is more time spent on patient care

Increased Accuracy
Automation vastly decreases the risk of human error through keying and rekeying of data

Enhanced Patient Care
Aiding growth, freeing up time and having approval workflows in place ensures that patient care is focused, timely and with a reduced risk of error in patient communication

Automation can revolutionise the work of a medical practice through saving time, reducing cost and enhancing patient care. Contact jaam automation now to learn more about how automation can transform your practice.