

URGENT CARE FOR KIDS

BUSINESS INTELLIGENCE CASE STUDY



THE PROBLEM

Client was locked into an EMR system that could not be accessed through any system and was unable to view simple information, such as daily patient visits to each of their clinics



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BRIEF SOLUTION OUTLINE

It was suggested to Urgent Care that an off the shelf solution be engaged at first pass. Power BI was selected as a BI solution. Northlake engaged in a two part solution in order to move data into the system. First, as a short term solution, a robotic process

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automation solution was built, which downloaded the excel from the tool's reporting mechanism and uploaded it into a cloud spreadsheet. This cloud spreadsheet updated the BI tool. Updates were daily and did not require human intervention. As a more efficient long term solution, Northlake assisted Urgent Care in migrating the BI solution to an AWS repository which contained all data and made updates cleaner. A backup file was directed from the EMR to an AWS instance using an FTP connection.

CHALLENGES OVERCOME

- EMR had no open API through which a link to a BI tool could be programatically built
- EMR did not have readily formatted excel files for use in a BI tool
- Client had no BI tool
- Post COVID Migration from initial RPA solution to AWS
- Finding a short term solution in RPA which addressed immediate need, then pivoting to a longer term more efficient solution

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CLIENT OUTCOME

Urgent Care for Kids now has a BI tool which is updated daily with their day to day clinical data, without the need to manually download and upload manual reports or switch EMRs