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Microsoft Dynamics 365

SAÚDE GRUPO TAP
UCS

Microsoft Dynamics NAV

At USC the information control and the efficiency of service response are crucial to success

COUNTRY: Portugal

SECTOR: Saúde

CUSTOMER PROFILE: USC, a company of the TAP group, operates in the health area. It has a wide range of specialities and has about 200 people including a hundred doctors (between services providers and staff).

BUSINESS SITUATION: For USC, which had several databases and duplicated information, not always coincidental, it was important to invest in integrated management system, which would allow not only to respond to specificities, including the clinical process, but also to grow with the business.

SOLUTION: Microsoft Dynamics NAV

BENEFITS
. Transversal control of operations;
. Automation of processes, efficiency in access to information, absence of duplication;
. Possibility to grow the IS.

UCS – Integrated Health Care, owned by TAP, provides outpatient clinical services, medicine, hygiene, and safety at work, as well as aeronautical medicine. Since the group in which it is inserted has about eight thousand employees, which has a wide network of specialities and which has a hundred doctors besides other professionals, it's easy to understand the need for efficient operational management and tight control of information. The composition of booking appointments is also a critical aspect. In a context in where it possessed several databases to respond to diverse areas, USC felt the need to implement an integrated management system. It opted for Microsoft Dynamics NAV which, from the beginning has evolved as required. The adaptability of the solution is one of key advantages.

" I believe that Microsoft Dynamics NAV is a simple solution to operate and maintain. On the other hand, it has shown an enormous capability to grow with us, it doesn't limit us, which facilitates the response to multiple requests. "

Teresa Viera, Head of Information Systems at UCS – Integrated Health Care.

SITUATION

Founded in 1995, UCS – Integrated Health Care is an entity provider of health care that has as a shareholder TAP, Portuguese aviation company. It started as a unit with operations aimed at the group to which it belongs, which has about 8 thousand employees, but since a few years ago it has also made its offer available abroad.

If the aeronautical medicine is, probably the most differentiating, occupational medicine is the one that has the greatest weight in the total business. To this we add hygiene and safety at work and the provision of outpatient health care, that involve a wide set of specialities, from stomatology, to paediatrics, to ophthalmology, among other. "All areas are interconnected. It's all about the clinical process. If a client has a problem in terms of work medicine, for example, they can continue with us to get an answer in terms of curative medicine. In fact, we position ourselves as integrated health care providers, where hospitalization is excepted", says Teresa Vieira, Head of Information Systems at UCS – Integrated Health Care

In addition to the headquarters in Lisbon, in the airport area, UCS has delegations in Porto, Faro and Funchal. In order to be able to meet the needs of a group of this size as well as a growing number of external clients, with a vast network of specialties, it has a team of about a hundred doctors, in addition to a hundred people dedicated to operational tasks. Teresa Vieira specifies that 2500 medical acts are performed daily, which is equivalent to attending between 300 and 400 people every day.

The need to maximise the integration of information, to make the overall management of operations more efficient and to automate processes had become evident. However, UCS spent the year 2000 with a set of applications disconnected from each other, with separate databases of customers, billing, sales and collections, etc. Duplication was the norm, management challenges were many, and the potential for errors high. Everything pointed to the need to implement an integrated management system.

The market consultation process, which began in 2001, led to the choice of Microsoft Dynamics NAV, with Arquiconsult as the implementation partner. At the time, the UCS IT team was mainly focused on maintenance and user support. In this sense, it was very important to choose the right service provider, in a project that proved to be not only comprehensive but also demanding in responding to some characteristics of the business, where the clinical process stands out.

SOLUTION

As part of a group that has defined some standardization guidelines in terms of information systems, one of the challenges posed to Microsoft Dynamics NAV is, of course, to respond to global policies. Another is to be able to address the company's needs in a transversal way, with corresponding ease of parameterization and development. The implementation strategy was to phase the introduction of the new application, starting with accounting and human resources — The Microsoft Dynamics NAV project started small but has been growing, encompassing multiple functional areas, always with requests from users to provide new features‖, specifies Teresa Vieira.

—The clinic cannot stop‖ it is a rule to follow rigorously, which raises the bar for any project to implement a new software, in which a policy of user involvement has been followed from the beginning, for a correct survey of needs and requirements. If the finance and accounting team had a significant participation, others were also involved, including the doctors themselves.

Developments have been made in matters related to the clinical process, starting with the billing of the counters, appointments and doctors' schedules. At stake are close to a hundred doctors with consultations of varying duration that need to be managed with great rigour. Doing this management on paper was a complicated task that required, at the same time, centralization in very few people. With the introduction of Microsoft Dynamics NAV, several improvements have been achieved: since each doctor's schedule is available in the system, it is easier to update and handle; The information is available to a wider range of people and any employee with access can make appointments, including the doctor himself; Responding to customers is more efficient.

Teresa Vieira says that UCS has a dynamic call center. If a potential client calls to request an appointment for a specific date or period when there are no more vacancies, they are put on hold. In the event of a coincidental cancellation, the system sends an alert and the call center can contact the customer, passing it on to effective scheduling. When the service is provided (such as a medical consultation and/or complementary means of diagnosis), the data is automatically forwarded for billing to the customer.

With regard to invoicing, it is also worth mentioning the connection with the insurers with whom it has agreements, which is very important for UCS because the employees of the TAP group have health insurance, as well as most external customers. —Since January 2006, a connection has been established via web services, using the Internet as a communication channel, with the insurance companies' system.

" Microsoft Dynamics NAV is a solution that is simple to operate and maintain. On the other hand, it has great flexibility and offers great potential in terms of development. Our imagination is indeed our limit. I believe that, in a sector such as health, where there are always numerous novelties and there is a lot of work to be done in order to further increase the quality of the service provided to the customer, it is a system capable of ensuring the appropriate response. *"*

**Teresa Vieira, Head of Information Systems
at UCS – Integrated Health Care**

DeIn this way, when the customer comes to our facilities, he brings the card, which is ‖ read by the application, with which it is possible to know if he has a ceiling or not and, consequently, how much he should be billed, by sending the codes of the medical acts to the insurance company and receiving the itemized amounts‖, summarizes Teresa Vieira.

With the implementation of Microsoft Dynamics NAV, if the management of doctors' schedules was facilitated, the same happened with the Analysis Laboratory, which has an almost minute-by-minute service, receiving 60 to 80 people every day, between eight and ten o'clock in the morning. The goal is to reduce as much as possible the waiting times of customers, about 20 thousand currently, divided between private customers and corporate customers.

The clinical process is one of the areas in which UCS intends to continue to work. At this point, at the center of customer information in Microsoft Dynamics NAV is the card with your identification data. Bearing in mind that a large share of customers belongs to the TAP group, an interface was developed with TAP's management information system that feeds the customer record into Dynamics NAV with some information, such as name, address, TAP employee number, etc. In the UCS, other data considered relevant to the provision of services are then added‖. The clinical data component is still on paper. The goal is to integrate it into Microsoft's enterprise application as well.

Teresa Vieira argues that the approach should be progressive, which leads to gradual steps. An example of this is the connection established in 2006 with the analysis laboratory. The doctor, instead of receiving the report of the tests on paper, accesses the laboratory system and can read the information at the time of the consultation. In addition, if there is a history of analyses, the system provides you with the comparison indicators. The resulting dynamics have generated high satisfaction among health professionals, which leads to the study of links between Microsoft Dynamics NAV and other specific software used.

Teresa Vieira stresses that the fact that in 2008 UCS had an ongoing process of modernization of its IT park presents itself as a facilitator of new developments in terms of Dynamics NAV. With PCs that ran mostly Windows 98, it wasn't possible to move at the pace we wanted.

A few years after the initial implementation of Microsoft Dynamics NAV, the intention continues to be to grow, in functionality, in areas covered and in the number of users. —We plan to move forward with the analytical accounting aspect, as well as to grow at the level of the clinical process or in the connection with insurance companies, namely in the area of accidents at work. We plan to evolve to online invoicing with insurance companies‖, anticipates Teresa Vieira. E-prescription is also in the plan for the near future. The same manager points out: —we have a good partnership with Arquiconsult, which has allowed us to evolve and gives us security to continue doing so.

The integration of information enabled by Dynamics NAV has brought UCS a level of control that did not exist before. "Previously, it was difficult to control and manage operations. We are now able to know, for example, what we have not invoiced and for what reasons, as well as to be able to ascertain multiple indicators. We have a deeper knowledge of appointment appointments and cancellations, what is the difference in relation to expectations, which specialties are in greater demand, etc. In addition, the management of agendas is now much more efficient. With the set of operational data we have, it is possible to support a set of decisions, including whether it is necessary to allocate more professionals or anticipate some situations depending on the history‖, explains Teresa Vieira. All in all, power better planning. - It is possible to decide better and with a greater degree of efficiency what needs to be allocated‖ he says. Access to information has become simpler, with an impact on the ability and speed of response. This application responds, on the other hand, to the strategy of integrating some horizontal areas in the group, which requires communication between systems.

BENEFITS

Microsoft Dynamics NAV is a solution that is simple to operate and maintain. On the other hand, it has great flexibility and offers great potential in terms of development. Our imagination is indeed our limit. I believe that, in a sector such as health, where there are always numerous novelties and there is a lot of work to be done in order to further increase the quality of the service provided to the customer, it is a system capable of ensuring the appropriate response‖, defends Teresa Vieira.
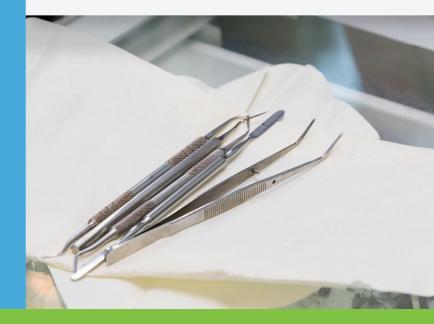
Among the advantages of Dynamics NAV is its ability to respond to UCS's own positioning, which presents itself as an integrated healthcare provider. The integration of information and automation are indeed assets. But its ability to address the characteristics of each area cannot be neglected either, as occurs, for example, in stock management, where numerous references are at stake, which can reach the detail of the tablet. The norm being that the clinic can't stop‖, the consequence is that there must always be products available. At the base was an extensive work of defining parameters, including the minimum safety stock.

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Teresa Vieira, Head of Information Systems at UCS – Integrated Health Care

ABOUT
ARQUICONSULT

Arquiconsult is an information systems consulting company, based on Microsoft Dynamics technologies, with offices in Barcelona, Bilbao, Lisbon, Luanda, Madrid, OPorto, Ryiadh, Salamanca, Seville and Vila Real.

Composed by the largest and most experienced team of consultants, having already implemented some of the most complex Microsoft Dynamics Business Solutions and being frequently referred to international clients for their implementations in our country.

Arquiconsult is constantly innovating its offer and has several verticals available, for several activity sectors, which add value to Microsoft Dynamics 365. Microsoft Dynamics AX is a clear example that allows us to make available to Portuguese and international companies the best and most complete integrated Management solution.

Some reference clients in the various sectors of activity:

- Polopique
- Dunlop Protective Footwear
- Teka Portugal
- Klaveness
- Farfetch
- Stericycle
- SAPA
- Gunnebo
- Tecnocabel

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Microsoft Dynamics 365