



## 5 Steps to Getting Started with Robotic Process Automation

Robotic process automation (RPA) is the use of software robots, also known as "bots," to automate repetitive, human-based processes. RPA has numerous benefits and delivers a high return on investment. These steps can help you learn the basics and get started with this innovative technology.



### 1

#### *Determine If RPA Is Right for You*

If your answer to any of these questions is "yes", you may benefit from robotic process automation.

- Do your processes involve manual, routine tasks?
- Do you need to reduce errors?
- Do you need projects completed faster?
- Do you need to alleviate administrative burdens?
- Does your staff need more time for patients?
- Do you want to decrease employees' workloads?
- Do you want to improve employee engagement?
- Do you wish to stay competitive in the healthcare industry?

### 2

#### *Discover the Benefits of RPA*

##### **Focus on Patients**

RPA saves employees time, which they can devote to more valuable and engaging work like interacting with patients and delivering quality care.

##### **Lower Operational Costs**

Utilizing software robots is more affordable than hiring, training, housing, and paying humans to do repetitive, manual tasks.

##### **Increase Efficiency**

Bots work 24/7, don't require time off, and can execute tasks more quickly than humans.

##### **Improve Accuracy**

The opportunity for human error is significantly reduced

##### **Maximize FTEs**

RPA helps facilities better allocate resources and repurpose FTEs.



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- **Enhance Data Analytics**  
Analyzing bots' actions over humans' is not only more precise, but robots can also be used to automate data aggregation and analysis.
- **Facilitate HIPAA Compliance**  
All bot activity is tracked and documented.
- **Strengthen Security**  
RPA follows all protocols/permissions for a normal user and meets the facility's data integrity rules/conditions, plus removes risks tied to updates from external sources (e.g., vendors, business partners).
- **Implement with Ease**  
Software robots interact directly with other software applications and websites using the existing user interface provided, and RPA requires minimal IT support/participation.

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**Dispel Common RPA Myths**

MYTH	FACT
Robotic Process Automation Involves Physical, "Human-Like" Robots	The software robots, or "bots," employed in robotic process automation are figurative. RPA does not make use of tangible robotics. It is computer software that observes the activities performed by a human user and is programmed to replicate those actions.
Robots Will Replace Human Workers	Bots don't necessarily take over entire positions; they take on the repetitive, monotonous tasks that humans usually dislike doing anyway (or that have already been outsourced). This enables human workers to spend their time and energy on more fulfilling, higher-level objectives.
Robotic Process Automation Is Expensive	Robotic process automation saves organizations money by lowering operational costs, increasing efficiency and productivity, and preventing errors, deficiencies, security threats, and compliance issues.





MYTH	FACT
RPA Is Useful for Some Industries, But Not for Healthcare	Sample use cases of RPA in healthcare include high-volume data entry, order transcription, credentialing, benefits verification, prior authorization, interactions with payer websites and clearinghouses, claims, appeals, cash posting, progress note reporting, vendor integration, interoperability challenges, and many more.
RPA Is Just a Trend	Studies indicate that RPA is not just a trend and that most industries, including healthcare, will continue to increase adoption. Research posted by Gartner* in May of 2020 found that 50% of healthcare providers in the U.S. will invest in RPA in the next three years (a major jump from 5% today).

Gartner. (2020, May 21 ). Gartner says 50% of U.S. healthcare providers will invest in RPA in the next three years [Press release]. Retrieved from <https://www.gartner.com/en/newsroom/press-releases/2020-05-21-gartner-says-50-percent-of-us-healthcare-providers-will-invest-in-rpa-in-the-next-three-years>

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**Choose the Right Partner**

HealthWare Systems can analyze your workflows and user activities to identify and automate redundant actions. We specialize in streamlining organizational processes specific to healthcare and can help you apply RPA at your facility and experience its many benefits.

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**Contact Us Today!**

**We offer free consultations, live demos, and answers to all your questions about robotic process automation.**

Find more helpful educational materials on RPA by visiting our website or contact us to start your RPA initiative today:  
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