

Case Study

Case Study Italian Healthcare processing for various states In Italy

Brief about the study

The study was to understand the healthcare processing of the forms and the rules governing the forms processing.

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The Client:

The client is a premium data processing company who works on various government projects.

The Challenge

Understand and train team members in Italian medical terminologies used and the handwriting of the Italians.

The Challenge was to understand the handwritten forms and data capture from the scanned copies.

Implementing the in-house developed software which was provided by the client and reporting its performance continuously.

Communicate with support team since they were not very fluent in English.

The Project

The project was to data capture medical prescription forms which may be handwritten or printed. The software was provided by the client. So understanding the software flow and processing the images as per the client requirement. Productivity was a major challenge as the client required fixed delivery schedules. Downloading the images, importing the same into the software, data capturing as per images, then verification or quality checking, uploading the output to the client.

The Result

The analysis helped us to understand

- Service quality requirements
- Knowledge of health industry in Italy
- On-time deliveries
- Different types of medical prescriptions used.
- Data processing requirements of European Market

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