

## Customer Case Study: Mobile Doctors

# Mobile Doctors validate their claim of pole position

If you are involved in an accident and need to make an insurance claim you will understand the importance of a quick, efficient and reliable service, especially when medical attention is required. Mobile Doctors is the number one provider of medical evidence in the UK with four distinct divisions serving customers throughout the UK. Their latest service offering, MDL Online Services, highlights their dominant position in this market once again and is a major success with customers and suppliers.



Mobile Doctors, from their headquarters in London, provide a range of services including:

- MDL Medical Administration to collate and copy patient records and GP notes, forward them to an expert and ensure a copy is made available the same day to the customer
- MDL Rehabilitation to provide an efficient referral system to physiotherapists, chiropractors and psychologists
- MDL Investigations that access a nationwide network of professional investigators who provide locus reports and witness statements
- MDL Medico-legal report writing that provides assistance in any medical related claim.

## Stage one - change management

In 1999, Mobile Doctors introduced a document management and workflow solution from Documation to handle the vast amount of correspondence received and produced during each case. There are 75 staff accessing case files on a regular basis and a paper-based system resulted in delays finding relevant documents while simultaneous multiple access was impossible. If someone was using a file at their desk no one else was able to access it. With the amount of work involved in each case, they realised that a solution was required and quickly to ensure they maintained their high level of customer service.



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## Review of business processes

Mobile Doctors knew that simply purchasing a new system would not cure the problems. Before implementing a new system, the IT department introduced a change management programme. As the IT director at Mobile Doctors explains:

“ We realised that changing to an electronic system would require a huge cultural shift and that we needed to review our business processes before finding a suitable vendor. There was a 3 month design process, talking to users about what they were currently doing and what their objectives were, before we went to the market to see what was on offer. We found this approach much more rewarding because users were very clear about what a document management solution would do for them.”

Mobile Doctors, IT Director

It paid dividends. Although the users were more excited about receiving larger monitors than an electronic document management solution, it soon became clear that the system would have a dramatic effect on their performance.

## Using the system

Mobile Doctors now scan on average 10,000 documents per day and have over 5 million documents stored in the system. Using barcodes to reduce the indexing time - only 20% of documents are manually indexed - and to provide a unique batch reference for documents stored off-site has proved invaluable. The barcodes trigger actions within their bespoke Enterprise Application (EA) system when a document is returned removing manual processes. For example, when a claimant's application form is sent out, a barcode is attached. When it is filled in and returned the barcode automatically informs the EA that the appointment has been accepted. Account Managers are freed up to concentrate on contacting applicants whose forms are not returned to arrange more suitable dates.



## Routing documents

Once documents are scanned, Documation Enable automatically routes them to the person or people who need to view them. Escalation procedures, controls and monitoring features ensure that no work is overdue and that workloads are equally balanced. This is vital to Mobile Doctor's, as they have set themselves stringent deadlines. Once documents are scanned, Documation Enable automatically routes them to the person or people who need to view them. Escalation procedures, controls and monitoring features ensure that no work is overdue and that workloads are equally balanced. This is vital to Mobile Doctor's, as they have set themselves stringent deadlines.

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## Management reports

Integration with Crystal Reports gives the managers easy access to key performance indicators and makes their job of monitoring performance far easier. With a paper based system it is difficult to see bottlenecks or to know who is performing better but with an electronic system this is easy.

## Online service provides distinct advantages

"it means that when we say that a document has been sent, they can check that it has been sent by searching the site."

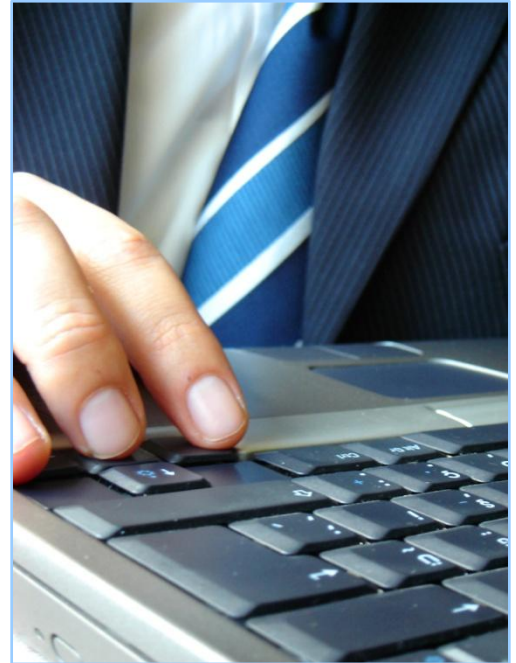
Mobile Doctors IT Director

## Stage two - online services

Eighteen months ago, Mobile Doctors launched their online service providing distinct competitive advantage. As the IT Director says:

We deal with five groups of people and every one of them is highly impressed with the enhanced level of transparency offered via our online services. Our customers can track claims easily online and that gives them greater confidence that we are doing our job correctly."

Recently, they added the ability to view images online making their online services even more popular. All users retrieving documents whether internal or external use a browser interface. It allows each user to view documents instantly online.



## Security

However, providing online services doesn't come without it's fair share of problems. Security is obviously a huge issue for Mobile Doctors. The documents retrieved differ for each user group and access rights are controlled at the master level. They use secure socket layers as well as user names and passwords. If an internal user is trying to log into the system from outside of Mobile Doctors they will not gain access. They can track access to the exact location and use penetration testing among other security features to ensure that the site is kept under lock and key. So far, they have had no security breaches and something tells me that, for the number one provider of medical evidence there won't be any in the future either.

