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Florida Gastroenterology Automates

Referral Management within NextGen

with OpenBots Agentic AI

Challenge

A Florida-based gastroenterology group struggled with a manual, time-intensive referral management process.

Staff had to review faxed referrals, extract patient data, and manually input it into their NextGen EHR—slowing down onboarding and consuming valuable time.

Solution

Using OpenBots' Agentic AI Automation Technology, the group transformed their referral process

Automatic Referral Detection
Incoming faxes are identified as referrals or non-referrals.

Data Extraction & Entry
Patient details like name, DOB, and referring physician are extracted and entered into NextGen.

Seamless Integration
The bot creates new patient records or updates existing ones in NextGen automatically.

Results

The automation saved 3.7 FTE equivalents in administrative work, enabling faster patient onboarding, reduced errors, and significant efficiency gains.

> " Having an automated process was a breath of fresh air. I've been working in healthcare for a long time, and this is the type of automation that every H.I.M team needs. "

— *Health Information Specialist*