



Florida Injury Care Clinic Automated

# Patient Medical Record Data Entry

within eClinicalWorks

eClinicalWorks  
"Improving Healthcare Together"

## Challenge

One of Florida's largest injury care clinics faced a resource-intensive process within eClinicalWorks.

Managing medical records required 9 full-time employees to gather necessary data, download records, and manually create case records for patients—slowing workflows and increasing administrative overhead.

### Solution

OpenBots implemented an automation solution to optimize medical record management.

- ⚡ **Automated Data Gathering.**  
The bot retrieves all necessary data from the system.
- ⚡ **Medical Record Download.**  
Records are automatically downloaded without manual intervention.
- ⚡ **Case Record Creation.**  
The automation creates detailed case records for patients directly in eClinicalWorks, ensuring accuracy and consistency.

### Results

The automation helped them to process 10,000 faxes a month, saving 3.7 FTE equivalents in administrative work, enabling faster patient onboarding, reduced errors, and significant efficiency gains.

- ⚡ **Time Savings.**  
Medical records and cases are processed in minutes instead of hours.
- ⚡ **Error Reduction.**  
Automation eliminates manual errors in record handling.
- ⚡ **Cost Efficiency.**  
The clinic reduced labor costs while maintaining scalability queries.

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Night and day difference from doing this manually. This automation made things real-time so we immediately needed less staff to manage the process. It also made things even smoother for our referral sources, which is a huge help to our organization as a whole.

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— Director of Administrative Services and Billing