



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 significantly improved operational efficiency, freeing up 9 FTEs for higher-value tasks. Benefits included.

- ⚙️ **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