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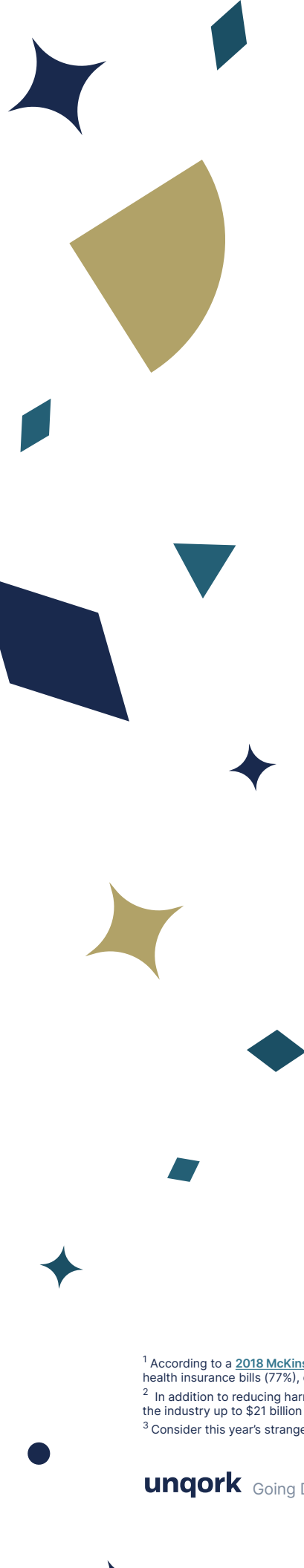
Going Digital: Accelerating Digital Transformation For Healthcare Providers With No-Code

No-code empowers providers to rapidly develop robust digital solutions, with seamless integration to legacy technology and external systems.



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Today, providers face numerous challenges spanning from cost pressures and shrinking margins to regulatory and patient demands. Increasingly, organizations are turning to technology to help them address these issues head-on and unlock new value.

A sound digital strategy delivers a wealth of benefits to all stakeholders: Patients are empowered by online access to information and services¹; physicians benefit from workflow efficiencies and ready access to up-to-date patient data²; and business leaders benefit from reduced overhead, increased compliance, and improved patient satisfaction.

Going digital, however, isn't for the faint of heart—particularly in complex and highly-regulated sectors such as healthcare. Custom enterprise-grade software requires digitizing analog processes, upgrading & integrating legacy systems³, implementing strict privacy controls, complying with an evolving patchwork of regulations, and competing for scarce IT talent. Factoring all these challenges together, it's little wonder that enterprise development (regardless of industry) is such an inefficient affair with **85% of projects going over schedule** and 70% of large-scale digital IT programs **failing to even reach their stated goals**.

This is why provider organizations are increasingly embracing no-code. This new class of cloud-based development platform eliminates traditional friction points and accelerates the building of scalable, sophisticated healthcare solutions.

No-code offers several inherent advantages over other development approaches. For one, no-code platforms come “out-of-the-box” (or, out-of-the-virtual-SaaS-box) with all the

¹ According to a [2018 McKinsey survey](#), the vast majority of patients prefer digital care for a wide variety of tasks including doctor/hospital research (79%), paying health insurance bills (77%), drug refills (72%), and more.

² In addition to reducing harm to patients through digitization ([McKinsey](#) states that 95% of adverse drug events could be prevented), reducing errors could save the industry up to \$21 billion annually [according to some estimates](#).

³ Consider this year's strange [rush on COBOL-literate programmers](#) to update long-untouched government systems built on a mostly-forgotten language.

toolsets and industry-specific elements necessary to build and manage a robust application (e.g., front end UX, workflow, rules engine, analytics, integrations, and maintenance). Since they're all components of the same unified platform, everything works together in harmony. By streamlining development, providers can focus their resources on addressing business challenges and enacting long-term strategies.

Also, by eliminating the need to write code from the building process, no-code expands the scope of who is doing the development. In a no-code platform, users (or "**Creators**" as we refer to them at Unqork) build applications by drag-and-dropping configurable elements representing both user-facing features and back-end application logic. While modern programming languages (Java, Python, etc) can take a year to learn and a decade to master, no-code can usually be learned in a matter of weeks, which makes development more collaborative and recruiting more flexible.

The takeaway: No-code empowers provider organizations to readily explore digital opportunities that would have been inaccessible just a few years ago. In this eBook, we'll explore how today's most innovative organizations are using no-code to supercharge their digital transformation and inject operational efficiencies and flexibility throughout the healthcare value chain.

5 Digital Transformation Opportunities for Healthcare Providers Using No-Code

Clinical Decision Support

When it comes to clinical decision making, lack of standardization and integration leads to variability in patient care, which can negatively impact costs and outcomes. Non-standardized workflows at the point of care (POC) can lead to missed information, incorrect diagnoses, and recommendations based on incomplete clinical evidence. Furthermore, when clinical information is spread across multiple disparate systems (e.g., EMRs/ EHRs, various internal databases, and paper files), it can be difficult to aggregate relevant information and access it at the point of care.

Fortunately, modern digital technologies can automate and optimize processes to efficiently inform health decisions. However, to be effective, these tools must integrate with existing clinical and data systems while complying with regulations and clinical protocols. It would be difficult and expensive to build and maintain a bespoke decision support solution capable of meeting these requirements using a traditional code-based approach. This is where

Unqork's ability to accelerate the development of robust enterprise-ready healthcare solutions can be a game-changer.

With Unqork, providers are able to rapidly develop and efficiently manage a scalable and compliant clinical decision support application that can benefit patients and physicians. Unqork's platform makes it easy to seamlessly—and securely—integrate applications with existing internal systems to exchange necessary clinical and administrative data to provide a complete patient history.

An Unqork-build solution would allow providers to standardize care by delivering structured dynamic workflows and checklists directly to clinicians. Providers can build tailored stakeholder-specific UXs to provide provides doctors, patients, and caregivers easy access to up-to-date clinical evidence to ensure patients are getting the right care when they need it most.

Benefits



Improved Analysis

Arrive at more-informed decisions by integrating structured data for analysis of care pathways and delivery



Rapid Data Updates

Get real-time access to up-to-date clinical evidence, ensuring clinicians have the right information at the right time



Faster, More Consistent Clinical Decision Making

Ensure proper site of care and better patient outcomes



Reduced Cost

Lower costs by digitizing and streamlining manual processes



Mitigated Risk

Manage operational and clinical risk by incorporating built-in approval controls and audit trail



Transparency & Auditability

Manage the entire process with insights to progress, ownership with automated routing, alerts, and notifications

Capabilities



Centralized Data Repository

Providers and patients can access all up-to-date data and information



Seamless Integration With EMRs & Hospital Systems

Exchange necessary clinical and administrative data for complete patient history and disposition decisions



Flexible Workflows

Create organization-specific workflows for approvals and recommendations



Real-Time Notifications

Stay up-to-date with notifications delivered through emails and updates to dashboards



Success Story

A large clinical association built a new clinical support system in just 12 weeks

Using Unqork's enterprise no-code application platform, a large clinical association was able to rapidly develop a robust multi-channel application to assist its partner clinicians. Developed in only 12 weeks, the system seamlessly integrates with existing clinical systems to equip clinicians with standardized assessment processes for capturing and summarizing patient presentation and disposition. The system also presents clinicians with evidence-based treatment plans and critical reference and educational materials.

Impact



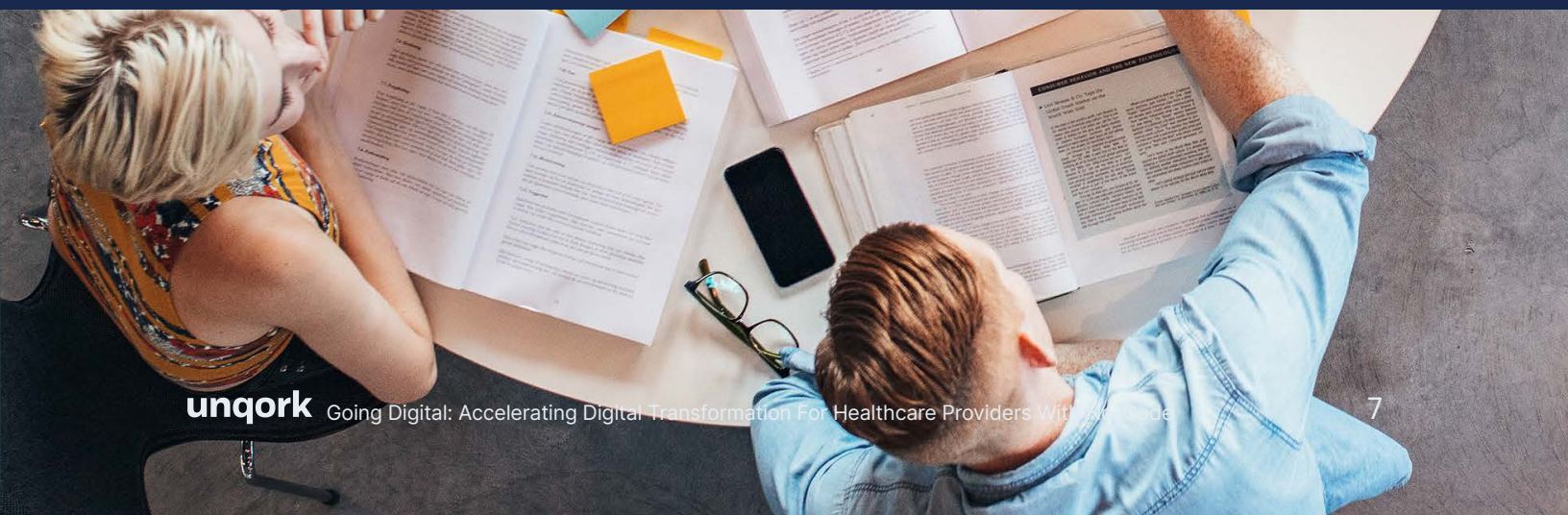
Accelerated Time-To-Market
Went from ideation to production in just 12 weeks



Standardized Workflows
Reduced errors and misdiagnosis



Improved Data Integrity & Transparency
Produce higher-quality patient data and care plans



Digital Front Door

To meet patients' rising expectations for on-demand services and 24/7 access to care and information, providers are increasingly investing in comprehensive digital portals that allow patients and their designated caregivers to access medical records (e.g., test results, past medical histories, prescriptions), independently execute administrative tasks (e.g., scheduling appointments and tests), and exchange secure communications with doctors (e.g., integrated messaging, telehealth). However, deploying the right portal can be a difficult process. This is where no-code can help.

With Unqork, organizations can rapidly build—and effectively manage—a “digital front door” that seamlessly integrates with legacy systems and existing clinical and business workflows to surface relevant, patient-specific information (e.g., nearby best-in-class physicians) to create custom experiences that resonate. The hub can empower patients to independently manage their care (including payments) with little-to-no intermediation from back-office staff and provide a channel to securely and remotely engage with physicians and nurses.

Benefits



Increased Patient Satisfaction

Drive stronger relationships and greater engagement in care by empowering patients with expanded access to on-demand services and information



Greater Efficiencies

Lower costs by digitizing and streamlining manual processes and mitigating a reliance on administrative support resources



Enhanced Transparency

Provide a clear and auditable data trail of all patient-provider interactions



Remote Accessibility

Deliver care, guidance, and information around social distancing guidelines

Capabilities



Seamless Integration with Legacy Systems

Exchange necessary clinical and administrative data for complete patient history and disposition decisions



Real-Time Notifications

Stay up-to-date with notifications delivered through omnichannel communications



Communication Hub

Enable real-time, secure messaging between patients, doctors, and administrative support staff



Tailored Experiences

The hub can provide personalized experiences for all stakeholders (doctors, patients, administrators) with relevant data permissions





Patient Registration

Today, many patient registration processes are built on legacy systems, which are difficult-to-update, deliver clunky patient experiences, and aren't optimized for payment & reimbursement workflows. As a result, registrars spend additional time executing (often duplicative) information-gathering processes, which increases the potential for erroneous and/or missing patient data, resulting in denials of claims and delayed care.

Unqork empowers organizations to rapidly develop and effectively manage a tailored registration application. The application can support remote self-registration through an online patient-facing hub or be used to accelerate on-site registration workflows. Patients can securely upload documents (e.g., insurance cards) to the system where they can be made accessible to all relevant stakeholders to cut down on redundant information-gathering processes. New documents can be automatically generated, reviewed by all key stakeholders in a central virtual hub, and finalized with

e-signature functionality (e.g. HIPAA Authorization forms). Any missing or incorrect information can be automatically identified and be used to trigger patient- or staff-facing remediation workflows including insurance verification and worklists. Even better, Unqork's analytics functionality can provide data-backed insights that can lead to continuous workflow improvements.

Robust patient self-service functionality delivers benefits for all relevant stakeholders: Patients benefit from reduced appointment wait times and the elimination of redundant information gathering processes; registrars are freed from high-volume (but not necessarily high-value) administrative tasks; and organizations are able to slash costs, reduce claim denials, and enhance overall patient satisfaction which leads to greater retention and, ultimately, improved revenue.

Benefits



Enhanced Patient Satisfaction

Increase patient retention via improved experiences



Decreased Wait Times

Streamline existing workflows by optimizing information-gathering and -verification processes



Reduced Overhead, Increased Efficiency

Lower administrative costs and increase throughput via patient self-service



Increased Employee Satisfaction

Free your employees from high-volume administrative tasks



Reduced Claims Denial

Ensure claims data is always complete and in good order before submitting



Improved Data Hygiene

Allow patients to submit and verify data, automatically check for errors

Capabilities



Seamless Integration

Effortlessly and securely exchange patient data between internal systems and external services



Patient Self-Registration

Empower patients to independently submit/verify information



Data Quality Checks

The system automatic identifies erroneous or missing data, triggers patient- and/or registrar-facing remediation workflows



No-Code Flexibility

Easily—and rapidly—update your registration application and workflows

Claims Management

Many existing healthcare claims processes are overly reliant on manual checkpoints between numerous disparate systems. These systems are inherently non-transparent, inefficient, and difficult to adjust for telehealth services, which have become increasingly crucial in the COVID era.

With Unqork, organizations are able to rapidly build a scalable, secure, sophisticated custom digital claims solution that seamlessly integrates with internal legacy solutions and third-party systems—without writing a single line of code. By flowing multiple processes through one hub, companies can effectively streamline

staff activities, track claim status in real-time, and improve processes by identifying workflow bottlenecks.

Unqork's modular, code-free approach makes it easy to add new features and functionality to meet the evolving needs of the business, such as document generation & management, Natural Language Processing (NLP) for automated information sorting, AI tools for data analysis, and more.

Benefits



Accelerated Processes

Reduce (or eliminate) manual data entry and increase process efficiencies



Minimized Risk

Reduce processing errors and improve regulatory compliance



Enhanced UX

Deliver tailored examiner- and customer-facing digital hubs



Higher Customer Satisfaction/retention

Increase customer satisfaction through accelerated processes and improved access to data



Improved Data Gathering

Remove redundant patient-facing questions and import data from external sources to minimize data entry and increase responsiveness



Increased Business Agility

Allow business teams—not just IT—to make rapid changes to respond to market conditions and accelerate speed-to-market, speed-to-value

Capabilities



Transparency & Accountability

Manage the entire process with insights to status and ownership with automated routing, alerts, and notifications



Seamless Handoffs

Claims and/or customer-led digital workflows—with the ability to transfer edit rights at any point



Third-Party Data Integrations

Seamless integrations with external data providers and systems

Telemedicine & Remote Patient-Monitoring

In the past, patients are often required to travel to primary care or specialist offices—even for short appointments with minimal physician engagement and no physical treatment. Telemedicine and remote patient-monitoring functionality empowers physicians to engage with patients at a distance, enabling ongoing monitoring and reducing the burden on patients to make multiple in-person visits for certain types of care delivery. While this was a beneficial technology before, it has taken on new urgency in the COVID era.

With Unqork, organizations can rapidly develop and efficiently manage a bespoke remote care solution. Unqork makes it easy to integrate existing point solutions into a central patient- and/or clinician-facing portal or employ a headless architecture to orchestrate data integration to existing organizational applications.

Telemedicine and remote patient monitoring allows providers to meet patients where they are, capture and seamlessly integrate new patient-generated health data to improve care, and more. These capabilities lead to faster, more flexible integration across enterprise assets to improve the clinician experience by integrating new functionality without needing to exit familiar workflows. Moreover, whether it be for need or convenience, patients benefit from the ability to receive timely care and proactive monitoring without burdensome site visits.

Benefits



Increased Patient Satisfaction

Empower patients to securely engage with—and receive health monitoring from—providers from the comfort and safety of their home



Improved Data Capture

Seamlessly integrate new patient-generated health data to improve care



Enhanced Clinician Experience

Integrate new functionality, but eliminate the need to exit familiar digital workflows

Capabilities



Seamless Integration with Existing Systems

Provide frictionless access to systems from existing systems



IoT/Wearable Integrations

Allow patients to automatically and securely upload health data from consumer technologies



Proactive Notifications

Trigger alerts or other automatic workflows if certain thresholds are reached



Tailored Experiences

Design specific experiences for doctors, clinicians, administrators, patients, and caregivers



Communication Hub

Enable secure messaging between patients, doctors, and administrative support staff



Document Generation & Management

Empower all stakeholders to retrieve auto-generated documents featuring captured data



Dashboards

Ingest various data streams and present them through an intuitive visual-based dashboard

Unqork: The First Enterprise No-Code Application Platform



The leaders of tomorrow will be the organizations who can digitize their processes most thoroughly and adapt their infrastructure most rapidly around shifting challenges. With no-code, companies are empowered to build scalable, secure, complex, compliant, custom applications with unprecedented speed and flexibility.

That's why many of the most innovative players are partnering with Unqork, the first enterprise no-code development platform specifically designed for the world's most complex and regulated industries. Our platform represents an entirely new paradigm that optimizes every aspect of enterprise development through:



A unified SaaS platform: Unqork comes with more than 50 components and capabilities related to crucial areas like **compliance** (up-to-date regulatory and enterprise rules engines for HIPAA, FATCA, CRS, UK CDOT, Dodd-Frank, EMIR, and MiFID II, etc), **security** (native encryption both in transit and rest, custom RBAC capabilities, and crowd-sourced penetration tests), and **application management** (SDLC governance, application versioning, and module management)⁴



A visual UI: Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components representing user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of industry-specific templates.



Enterprise-grade standards: Enterprise-grade standards: While there are several business-area-specific or consumer-level no-code systems on the market, Unqork is the only no-code platform designed specifically to build scalable healthcare applications with industry-grade security and privacy functionally baked in (e.g., adherence to all HIPAA security standards, encryption of data in transit and at rest, automatic back-up, enterprise-strength disaster recovery, cloud instance isolation, robust access and integrity controls, multi-factor authentication, and more).

⁴While Unqork is a SaaS platform, our customers operate in single-tenant environments, which means there is never a mixing of client data between Unqork customers. Unqork is cloud-agnostic, so customers can avoid cloud vendor lock-in and deploy applications in the cloud of their choice.

Unqork takes on the “heavy lifting” of development and frees companies to shift their focus and resources towards building operational efficiencies, perfecting the user experience, and enacting long-term strategies. By tapping into the power of Unqork’s no-code application platform, providers can realize:

- **Accelerated speed-to-market:** No-code automates many high-volume development tasks so new applications can be built and deployed much faster. In many cases, applications that would take months or years to reach the market can be built in a matter of weeks, or even days.
- **The elimination of legacy code:** Code becomes legacy nearly instantly. With no-code, organizations only need to be concerned with building business logic, even if there is a technical change, the platform handles all that on the backend.
- **Ease of updates and maintenance:** Large enterprises can spend up to 75% of total IT budget maintaining existing systems. One of the reasons is the complexity of making a change in one area requires changes throughout the process. A no-code platform automates many of these cascading tasks and therefore reduces the complexity of making changes.
- **Business agility:** Whether it is a pandemic or disruptions of a smaller scale, no-code can provide organizations with a way to address events quickly.

Curious about how no-code can be applied within your organization? Get in touch to [schedule a demonstration](#) from one of our no-code experts.

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Enterprise application development, reimagined

Unqork is a no-code application platform that helps large enterprises build complex custom software faster, with higher quality, and lower costs than conventional approaches.

[Request a Demo](#)

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