

### Rapid Deployment of Document Prep Services

**Client Profile:** Global Independent Medical Examiner IME network with high volume of independently managed company owned and affiliated service locations

**Challenge:** After launching a new support service for affiliated offices that provides electronic receipt of hyperlinked, tagged and sorted clinical documents for Independent Medical Examination, AQunity's Document Preparation services quickly experienced high demand for service access. Consequently, the standard onboarding timeline for new client implementations needed to be accelerated dramatically.

**Approach:** AQunity coordinated with the global network administrators to understand common country and state-by-state office profiles (the majority of network offices were U.S.-based) and operating policies. New client launch templates were developed that accommodated jurisdictional guidelines for Document Preparations that enabled batch office launches to meet timetable demands.

**Results:** AQunity's templated batch office launch approach met the client's new program roll-out objectives with successful launch of the new paperless, hyperlinked Document Preparation services for the unexpectantly high volume of offices looking to immediately take advantage of the new offering.

- Initial rollouts in numerous U.S. states experienced significant positive feedback from pilot users, resulting in high demand for immediate access by all office affiliated IMEs.
- Since the service advantages were immediately obvious to the entire global network, branches in Australia responded to pressure from physicians who threatened to stop doing IMEs without the new service.
- The new service was embraced across the network for improved efficiency to the IME's, consolidated office and state reporting, business unit reporting, and consulting services.

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# Success Story