

Sample Problem Statements

1. At Dr. Doe's office, the admins always find themselves needing to allocate large periods of time to manually billing each appointment to OHIP. Currently, at the end of each week, the administrator has to work through the backlog of appointments from the week and separately bill each one to OHIP. This process is very tedious as the admin has to copy over the physician identifier, the fee code, date of visit, diagnosis, services provided, and the patient's OHIP number from the office's electronic patient record system over to the OHIP billing software. Dr. Doe's office admins are looking for a way to eliminate the weekly backlog by automating the billing process to perform daily.
2. A small massage therapist in Toronto has to go through the tedious process of manually sending out appointment reminders and COVID-19 screening questionnaires to their clients. Each client has set their own preferences for their appointment reminders, both in terms of the timing (day or week before appointment) and medium of communication (text or email), however, all COVID-19 questionnaires must be sent out 24 hours before the appointment. The administrators at this therapist are looking for a way to automate sending appointment reminders and COVID-19 questionnaires to each client at their respective appropriate times as well as using the correct platform.