

INTERNSHIP
AT
ExpressRCM, a 314e Company,
Jaipur, Rajasthan

By
Supriya Sen

Dissertation submitted in partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

Academic Year 2019 - 2021



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, near Sanganer Airport,
Maruti Nagar, Jaipur, Rajasthan 302029

Website – www.iihmr.edu.in

INTRODUCTION

The internship training has been successfully carried out for the duration of three months: 23rd March 2021 to 19th June 2021 in ExpressRCM, a 314e Company, Jaipur. Various task has been carried out during this period and the approach towards learning has been sincere, scientific and analytical. The internship has developed the capabilities and sift skills and has prepared for the future managerial role while learning in a professional work environment.

OBJECTIVES OF INTERNSHIP

- To equip the student with knowledge and tools to be successful in their future positions
- To observe various protocols followed in the organizations and try to acquire skills to accomplish them.
- To familiarize themselves with different departments, staffing and equipments used in them.
- To observe mannerism of the existing employees and learn the culture of the organization
- To develop capabilities and soft skills by practically applying their academic knowledge while learning in a professional work environment.

ORGANIZATIONAL PROFILE

About ExpressRCM

What is today ExpressRCM, started in 2004 as an offshore medical billing company under a different name. 314e Corporation transformed it into a full-blown revenue cycle management company infusing expertise and years of experience of dealing with large hospitals and healthcare systems in the USA. ExpressRCM is one of the pioneers in the field of offshore medical billing services and has a large team with experience in 20+ medical specialties and 20+ practice management software. ExpressRCM complies with the guidelines of the Health Information Portability and Accountability Act (HIPAA).

About 314e Corporation

314e is a Best in KLAS Healthcare IT Products and Solutions company, serving 250+ Providers, Payers, and Life Sciences companies. 314e help customers with digital transformation via cloud adoption, big data, integration, digital learning as well as EHR/ERP implementation, Revenue cycle optimization & support. 314e has a team of 500+ worldwide employees focused on creating cutting edge products and delivering exceptional services to our customers. 314e helps customers accelerate technology adoption through our state-of-the-art software solutions in the areas of healthcare integration, analytics, and automation. The global talent delivers world-class services at great price points to the customers. 314e is a full-service healthcare IT firm committed to improving operational performance of its clients with world-class technology and advisory services at competitive rates. It provides a spectrum of IT services to the entire healthcare value chain including producers, purchasers, providers and payers. 314e works with the clients from strategy through implementation and provide a road map to operational improvement by automating key business processes.

About 314e Name

3.14 is an abbreviation for the very special number Pi (π) – the ratio of a circle's circumference to its diameter. The ubiquitous nature of π makes it one of the most widely known mathematical constants, both inside and outside the scientific community. 'e' is another symbol that shows up in unexpected places in life and mathematics as the base of the natural logarithm. So, how is the 314e name connected to healthcare IT?

3.14e (Pi) shares many of the same characteristics and qualities that are needed to successful deliver healthcare IT solutions: precision, never ending, connected and productive.

Mission

Our mission is to provide expert IT skills, methodologies and cost-effective managed services to healthcare organizations as they deliver more efficient, high-quality care and improve the health status in the communities they serve.

Vision

Our vision is to meaningfully impact the efficiency with which our clients adopt and optimize information technology to improve the lives and satisfaction of their patients, employees and constituents throughout the care delivery process.



SERVICES PROVIDED BY ORGANIZATION

PRODUCTS

1. Speki EHR Help - 314e's Speki is a world-class performance support tool that empowers your clinicians and medical staff with an on-demand targeted training assistant that is embedded in their workflows, always ready to answer context sensitive questions. With Speki, clinicians and staff-members can get answers to

questions about your EHR usage and workflows in real time. Speki integrates with EHRs using SMART on FHIR. Speki is available via the Epic App Orchard.

2. MuSpell Automaton - 314e's Automation Framework called Muspell Automaton brings together state of the art technologies to help organizations integrate, aggregate and automate data and workflows. We give you technology that has best of breed options for workflow automation including the ability to trigger workflows based on events including Cron, HL7/ANSI X12 messages, file changes and notifications.
 - a. Highly customizable workflows according to organization needs
 - b. Cloud-scaling based on server less functions running in Kubernetes clusters
 - c. Hundreds of pre-built bots to get you started
3. Muspell CDR - 314e is committed to providing data interoperability solutions using the latest standards and technologies to solve real-life problems for healthcare providers. With the release of the FHIR® standard by HL7 International, 314e understands the need of healthcare institutions to use this standard for the exchange of information and is committed to bringing world-class solutions to meet our customers' evolving needs.

Muspell CDR is 314e's integrated FHIR® based solutions suite. It comprises a Clinical Data Repository based on FHIR®, along with web and mobile based data viewers.

SERVICES

1. EHR SERVICES - EHR Advisory Services, EHR Implementation Services, Training – In-Person, Training – ELearning, EHR Go-Live Support, Optimization & Upgrades
2. INTEROPERABILITY - Cures Act Provider Solutions, Cures Act Payer Solutions, EHR Interfaces, Data Conversion & Archival
3. REVENUE CYCLE SERVICES - Revenue Integrity, Managed RCM, Coding Management, Business Office, Old AR Recovery
4. DATA ANALYTICS - Business Intelligence, Big Data, Cloud Analytics, Data Science & AI
5. TECHNOLOGY - Custom Programming, Cloud Adoption, IT Testing

6. OTHER SERVICES - Managed Services, Healthcare IT Staff Augmentation, IT Offshore Services

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- I have worked on an upcoming product (confidential) – Carried out competitor analysis, researched and gathered data for the project, analyzed the data and came up with the MVP Plan.

KEY LEARNINGS FROM INTERNSHIP

1. Learned about US Healthcare Industry
2. Learned various technical skills such as Excel, PowerPoint, Figma and Webflow.
3. Hands on Training on different workflows related to Revenue Cycle Management.
4. Trained on Relational Databases (SQL) and Non – Relational Database (MongoDB).
5. Intensive training on Business Analysis Fundamentals and Product Management.
6. Learned about various aspects of Digital Marketing.
7. Learned about time management and work life balance.