

Doctor Registration Number Validation using RPA

Business Context

Pharma companies have a growing need to validate the registration numbers of the doctors on their list since this will ensure that they are carrying legitimate doctors to whom they detail their products. This is a discipline that will enhance their compliance.

For this they need to verify the registration number matched with name, with the records carried in the National Medical Commission portal. The portal carries “Indian Medical Registry” that has the official name and registration number of the doctor.

Challenges with manual process

Our client, a large Pharma company has a customer base of 3 lakh doctors on their list. They initially started validating the registration number manually. They would access the site, key in the registration number and doctor name, search and then update the source as valid or invalid.

There were a few challenges that the Pharma Company was facing and same had to be addressed. The challenges faced were:

- The time taken to manually key in the data and search for each record was high.
- Considering the sheer volume of data to be validated, number of resources required was high.
- The resources had limitation on the amount of time that they can work in a day

Considering it is repetitive task it became quite tedious for the team to handle

Each of the above had to be handled by our team with great support from the client, for a successful roll out. Our RPA Solution could solve these challenges

Our Solution

To mitigate the challenges, we implemented Robotic Process Automation using UiPath.

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The steps being followed manually was fully automated. The steps involved were:

Step 1: Reading source data

Step 2: Launching National medical commission site and the Indian Medical Registry

Step 3: Keying in the registration number and doctor name

Step 4: Click on submit button

Step 5: Extracting relevant data

Step 6: Extracting data store into output excel file

Step 7: When output is not found, updating the record as “Invalid”

Benefits from our Solution

There are several benefits:

- Bots are faster. They follow the steps in the same order with no deviation or distraction

- Bots work 24/7 with no break, so the number of bots needed are far less than the number of manpower required

- Bots don't experience fatigue. The repetitive task is performed with no mistakes

Key statistics

Parameter	Manual	RPA
Per record	90 seconds	30 seconds
Average working hours	8 hours day per person	24 hours per day per bot
Average output of records verified per day	350	3000

The company would have taken 900 mandays to do this work which is at least a team of 3 people for a year!. By deploying just one bot, this exercise could be done in 100 days. RPA based process was 9 times more efficient.

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