Engineering Team

INDUSTRY:
Healthcare

TIMELINE:
3+ years

clearwave

Clearwave is the most trusted patient engagement platform that improves profitability, productivity, and digital access for specialty practices, hospitals, and health systems. Their technology helps healthcare organizations simplify patient scheduling, expedite patient intake, automate insurance eligibility verification, and create true financial transparency.

CLIENT CHALLENGES

- Lack of skilled resources to further scale and meet growing demand
- Slow development of scheduling functionality
- Required maintenance and support for existing and new systems
- Over 5% email bounce rate putting Clearwave's AWS account at risk of being disabled

SOLUTION IDENTIFIED

Clearwave needed a development partner that could help their existing team with:

- Extended Engineering
- DevOps
- Automation
- Acquisitions

SUCCESS STATISTICS

900+
Payers For Real-time Eligibility Verification

80%
Integrations With Popular Pms, Emr, And His

320 Live Clients Supported

56% Reduction In Rejected Claims

54M+ Patients Supported

KMS IMPACT

KMS Healthcare developed new features involving third-party integrations with Bridgepay, ModMed for payments, and VSP for eligibility and authorization, all while improving scheduling, text messaging, and value reporting functions.

We created a performance dashboard with reports to count the number of email bounces. We likewise maintained and supported Clearwave's core product, source code, deployment scripts, and automation test scripts triggered at 1 AM per day.

As our team managed defects in Clearwave's Agile management systems, we also sped up their delivery plan to meet their 2020 roadmap by ramping up 3 fully independent Scrum teams.

Moreover, Clearwave received our assistance in standardizing and implementing an enterprise strategy for DevOps through updated technical documents, status tracking, project plans, release plans, test strategies, and other documents within the Agile system.

The KMS team utilized Selenium to build an automation framework that increased automation coverage, reduced manual effort, and improved CI/CD. We then used de-identified data for automated tests to protect PHI with test data management, creating and storing test plans and test cases in the test management system.

We help sync all of their clinical data from multiple EHR systems that support different standards, including both FHIR and non-FHIR, into a unified data source. Additionally, we seamlessly integrate and extract valuable data from third-party services such as BridgePay, ModMed, and VSP.

On top of that, not only did we represent Clearwave's engineering team in front of vendor partners, but we also took on the knowledge, code bases, and workload to properly integrate the companies Clearwave acquired.

CONCLUSION

In pursuit of better healthcare delivery, Clearwave needed to shift focus from development and testing to speed and growth to improve the patient care experience. By partnering and implementing automation with KMS Healthcare, Clearwave was able to focus more on providing innovative solutions at quicker paces for patients and practices.