

## From Chaos to Order



How BPA (**Business Process Automation**) Reduced Delivery Time of Specialty Drugs



# INTRODUCTION

Specialty drugs play a crucial role in treating complex and rare medical conditions.

However, the timely delivery of these drugs is often a challenge, causing stress for patients and healthcare providers.

## This case study explores

how the implementation of Business Process Automation (BPA) transformed the healthcare experience by significantly reducing the delivery time of specialty drugs.



“Globally, 

pharma companies fail to give HCPs excellent experiences. While a CXQ® score of 59 for all countries in a study gives the global pharma industry a good rating, it merely represents the minimum standard and indicates that achieving excellence remains a challenging goal for the industry.”, says a report by [DT consulting](#).

# The Background

## Manual Work Hindered Care

01



Our client, a renowned pharmacist in USA, specializes in providing specialty drugs for patients with chronic and complex medical conditions.

02



Specialty drug orders involved complex coordination between physicians, pharmacies, insurance companies, and suppliers.

03



Manual processes led to challenges in order processing, inventory management, and delivery coordination, causing delays for patients and operational inefficiencies.

Mantra analyzed the existing specialty drug delivery process, identifying bottlenecks and areas for improvement.

For Healthcare Customers

Overall **20 to 30** days time to deliver speciality drugs to patients.



Delay in treatment

10-14 days process to complete the form

Customer has to visit the clinic for any correction or modification or fill separate forms or log in or different portals.

Approval and confirmation of the drug availability took 5-7 days

7-14 days delivery time of the drugs post confirmation

For Clinic Administrations

Hampered overall productivity.

Lengthy manual paperwork.

Lack of transparency in the process.

Inefficient inventory management leading to stockouts and delays.

Delay in delivery of speciality drugs.

Long waiting time for the approval.

Complex delivery logistics with multiple stakeholders involved.



**Our client** was scouting for a tech partner who could help them address the existing challenges. Considering Mantra's expertise and background, they chose us as the solution provider.

# Streamlining Prescriptions

Mantra Labs simplified healthcare processes by implementing the following solutions ▼

Obtaining e-Consent from healthcare providers and patients through OTP verification under HIPAA Compliance

Enabling Patient & Prescriber to share missing details using the portal and sign the form digitally

Initiating any prescription form within 2-3 hr, Edit Existing Form by Converting pre-printed hard copy form to an editable pdf form

Share daily reminder & weekly report with Prescriber for Completed and Pending Prescriptions, total cost of forms received, no. of approved and non-approved forms, and more for Pharmacy Management

Assisting Patient by initiating insurance process prior authorization and verification

Auto-populate pre-fill data for Patient & Prescriber using 3rd Party tool to reduce the completion time.

# Benefits





# Medication Management Form Goes Digital

Real-time  
Validation with  
secure & fast  
sharing



Medication form sent via  
fax, mms, email, to  
Patients & Prescriber for  
faster validation

QC Process



Digital quality checking  
before it is sent to  
Hub/Distributor

Assistance in  
Insurance &  
Verification  
process



Provide the information of  
copay in advance to help  
patients plan their  
expenses

Inventory  
Planning



Notifying hub/distributor  
on initial days of  
verification of the form,  
to help them with  
inventory planning in  
advance

# Tech Stack

## BACKEND

Golang Beego  
Framework



## FRONTEND

REACT JS



## Infrastructure

AWS



## DATABASE

PostgreSQL



## Services



SignNow



Twilio



AWS  
ECS



MS Outlook



MFax

# Success Metrics

**Improved Patient Satisfaction**



**Reduced Delivery Time**



**Increase in Operational Efficiency**



**Cost Savings**



## MANTRA LABS

Building Intelligent Experiences  
That Matter™ for Global  
Enterprises.

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**125+**  
PROJECTS

**300+**  
GEEKS

**04**  
OFFICES

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# Thank You !



 : +91 987- 033- 3426

 : [hello@mantralabsglobal.com](mailto:hello@mantralabsglobal.com)

 : Bengaluru | Kolkata | Gurugram | North Carolina

