

Case Study

From Silos to Seamless Care: A Digital Evolution with ServiceNow

A leader in holistic addiction recovery aimed to resolve operational bottlenecks caused by a fragmented technical ecosystem. By implementing ServiceNow as a centralized integration hub, the center aimed to eliminate data silos, automate patient-doctor workflows, and leverage AI to improve care quality and response times.

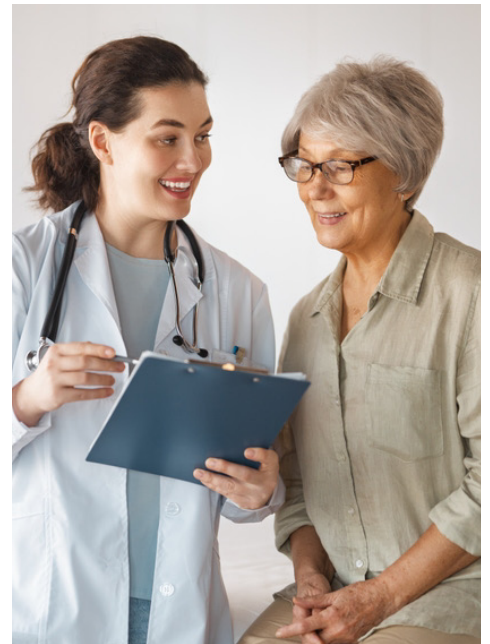
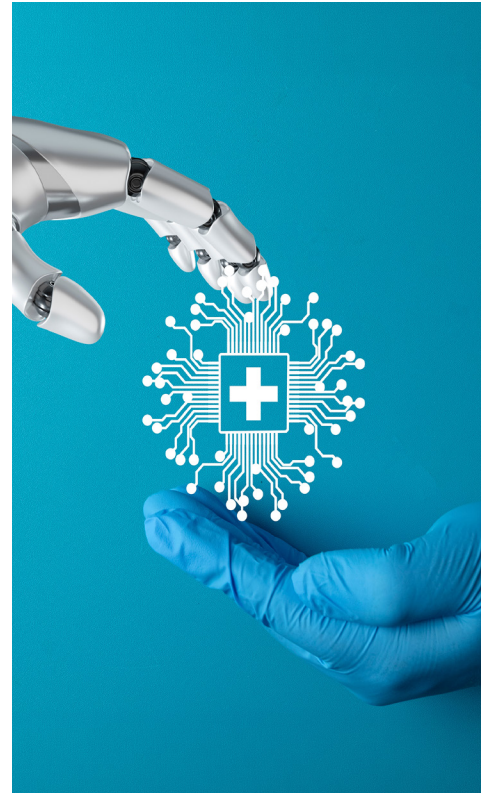
THE CHALLENGE

Bridging the Experience Gap and Breaking Data Silos

The client faced an "Experience Gap" in which administrative and digital experiences lagged behind its premium clinical care. The majority of issues were arising from three areas:

- **Patient Care:** Fragmented systems led to delayed care for patient intake and scheduling, while disconnected tools for billing and clinical records created a disjointed patient experience.
- **Technical hurdles:** This mainly included massive databases spread across legacy and cloud systems, creating a "Silo Effect" with no single source of truth.
- **Communication:** Additionally, the center struggled with the complexity of secure API integrations and a communication barrier between technical teams and non-technical leadership regarding patient outcomes.

All of these hurdles created a need to bring in a strategic which can reduce friction across all areas & improve patient care and employee experience too.



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THE SOLUTION

Building a Platform of Platforms for Real-Time Insights

The client transitioned from short-term fixes to a centralized strategic approach using ServiceNow. It provided a single dashboard for all service needs including:

- Synchronized doctor & patient data to provide real-time visibility into availability & patient progress, with predictive support to see patient journey bottlenecks.
- Established a unified view of all support tickets to streamline oversight.
- Deployed AI chatbots and automated workflows to manage routine inquiries. This freed staff to prioritize high-touch clinical care over administrative tasks.
- Utilized proactive support tools to identify and mitigate bottlenecks within the patient journey.
- Provided non-technical clinical leaders with intuitive dashboards, enabling them to monitor real-time data without needing expertise in code or API architecture.

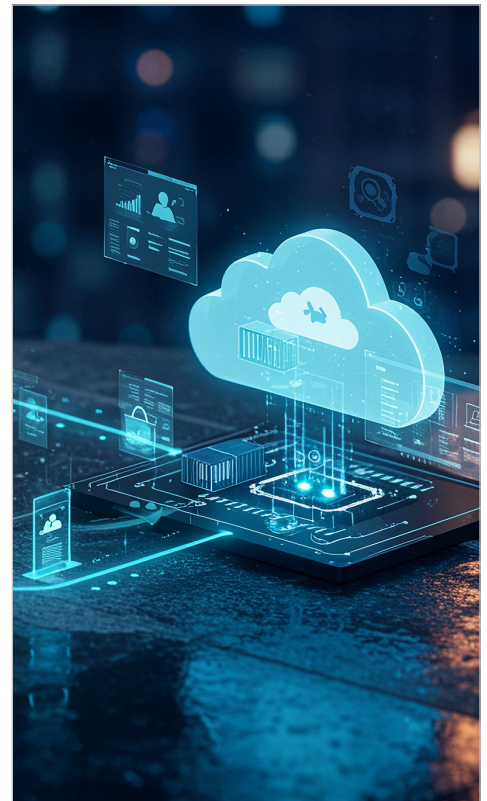


THE OUTCOMES

Faster Treatment, Higher Efficiency, and Ready for Growth

This transformation enabled a unified, holistic patient experience while leveraging AI to facilitate timely care. The resulting ecosystem establishes a scalable foundation for regional expansion and enhanced operational efficiency across all clinical and administrative teams.

- **Reduced Time-to-Treatment:** Faster processing of patient data through automated workflows.
- **Improved Clinician Efficiency:** Doctors spend less time fighting with software & more time with patients.
- **Scalability:** A tech stack that can easily accommodate new locations in additional states without adding massive administrative overhead.



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