



CIOX Health Securely Manages Over 900 Mobile Users Throughout the USA

Ciox Health is a healthcare technology company based out of Phoenix, Arizona. Ciox's mission is to modernize health management, records, and exchange of health information. Ciox has 40 years of experience in streamlining workflows, facilitating access to clinical data, and improving the accuracy of health information. In 2015, Ciox became a consortium of industry-leading companies, merging with HealthPort, IOD, Care Communications and ECS. This large healthcare company serves over 1 million requesters for patient information and includes over 18,000 hospitals and provider sites in their network. Ciox organization strives to provide best in class processes due to the growing industry demands of providing information through people, technology, and exchange of health companies.

“MobiWork drastically decreased our time in administration and tracking of hours and mileage. We have increased our site productivity by 89%.” - Jesus Almada, Ciox Onsite Intake Manager

Industry:
Healthcare Technology

Regions:
North America

- Key facts:**
- 40+ years of experience
 - 40 million requests for health information each year
 - 18,000 hospitals in network
 - Over 900 users nationwide

Website:
CioxHealth.com

Key Challenges: Time Tracking, Scheduling & Data Management

Ciox manages approximately over 900 field technicians' schedules during any given day and performs approximately 800 site visits per day. It's critical that Ciox large-scale operations run smoothly to ensure Ciox meet their client needs, which is made up of a network of thousands of patients, hospitals, and other parties. Due to the large-scale operations, the management team struggled to keep track of field technicians' schedules, locations, and hours. Prior to MobiWork, Ciox used an in-house software, that was difficult to use, and challenging with tracking hours and payroll. Often, the

administration team would need to backtrack and call individual employees to double check and confirm their hours. During their regular audits, the management team found that technicians were often at incorrect locations during unreported times, making it difficult to have an accurate evaluation of employee purported hours.

To avoid audit conflicts of employee hours reported, and save valuable administration time, Jesus Almada, the Onsite Intake Manager at Ciox, wanted specific geotags and a system that could track time in and off, including lunch breaks in the employee's schedule. Ciox management wanted a solution designed to increase productivity, reduce costs, and effectively track employee hours and mileage.

Results: Major Increase in Productivity, Cost Savings & Visibility

Ciox's entire organization of nearly 1,000 users throughout the United States were trained and implemented MobiWork in less than a month. Their large team found the mobile app easy to use, and highly efficient for operations. Employees are satisfied that they just log in to the app, clock in and out, and no longer spend extra time keeping track of their hours. Upon implementation of MobiWork, Ciox noticed an immediate improvement of hours and employee location tracking. Almada remarked, **"Our management has saved a tremendous amount of time in training, and tracking employee hours!"** In addition, management can now focus on areas of improvement, versus spending time tracking employee hours. Both employees and managers are content, because they have access to records of hours logged, and geotags to confirm they were on-site as scheduled. Indirectly, employee accountability increased drastically.

Management has already realized MobiWork's impact on their large-scale operations, it was estimated that they saved \$20,000 in paper costs alone. **"We rely heavily on MobiWork, it allows us to have eyes in the field and to measure work performance,"** says Almada. Ciox management love MobiWork, and plan to increase their use of MobiWork features, and reduce the number of processes to just the mobile app.

Due to MobiWork streamlining Ciox operations, Almada exclaimed: **"Our site percentage increased from 77% to 89%, which is remarkable!"** Ciox is highly satisfied with MobiWork's performance and looks forward to implementing more MobiWork features such analytic dashboards and reports to help visualize and analyze the massive data for the executive team.