FOR MEDICAL PRACTICES

Get referrals, device reports and results into the patient record, without retyping them

Most practices still receive referrals, device reports and hospital results as PDFs, scans and emails, and someone types the details into the practice management system. Osher Digital automates that work. A person checks only what the system is unsure of. These automations already run in production on Xestro.

90%+	30%+	Minutes	Hours
less time on referral data entry	of practice manager time was going on data entry before	to process a referral, down from hours	saved each day on sorting, renaming and filing results

What we automate

01
Referral intake
We watch the referrals inbox and HealthLink. Each letter is read with OCR and AI, checked against existing patients, and prepared as a new or updated record.

02
Device reports
Stress and resting ECG, Holter, ambulatory blood pressure, echo, spirometry and bone densitometry systems save PDF, XML or DICOM files. We match each report to the right patient and file it.

03
Hospital and pathology results
An AI agent splits PDFs that hold several patients, classifies each report, reads the name, date of birth and test date, and names the file to your system's rules.

04
One patient, entered once
We keep the practice management system, a CRM such as Zoho, and Microsoft 365 in step, so staff stop keying the same patient into two or three places.

05
Secure upload portals
Referrers and patients upload documents to one secure place. Files stop arriving through five channels, and every upload goes through the same checks.

06
Review queue and audit trail
Uncertain matches, unknown document types and password-protected files go to a short daily queue. Every record traces back to the email or file it came from.

Works with the system you already use

Whichever system your practice runs on, we find a reliable way to get data into it.

Xestro · Genie · Clinic to Cloud · Gentu · Best Practice · MedicalDirector · Zedmed

Many systems, Xestro included, have no open API for adding patients or documents. We pick the most reliable way in, in this order:

1. **Clinical messaging.** If the sender can use HealthLink or Medical-Objects, the message reaches your system with no build at all. We check this before we quote.
2. **API.** Where the system has one, records and documents go straight in.
3. **File import.** We prepare files in the format the system imports, such as Xestro's JSON patient file and its document naming rules. Staff drag in a checked batch, or a bot does it.
4. **Software robot.** For steps with no other way in, a bot with its own login works through the screens like a person. We quote its upkeep up front.

CASE STUDIES

Examples from our healthcare work

REFERRALS INTO XESTRO AND ZOHO CRM

Statera Health, a Melbourne specialist practice, received referrals by email and HealthLink. Its practice managers spent more than 30% of their time typing patient details into Xestro and Zoho CRM.

A workflow now reads each referral with OCR and AI, checks Zoho for an existing patient and updates Zoho through its API. For Xestro, it writes a patient file that staff check and import in seconds.

- Data entry time down by more than 90%
- Referrals processed in minutes, not hours
- Fewer duplicate records and typing errors

RESULTS SORTED AND FILED FOR XESTRO

ECGs, echocardiograms, Holter results, pathology and discharge summaries arrived by email, HealthLink and OneDrive, often with several patients in one PDF. Staff spent 10 to 20 minutes on each batch, several times a day.

An AI agent now finds where each report starts, classifies it, reads the patient details and names the file to Xestro's convention, ready for bulk import. Staff check only the unusual ones.

- Hours saved every day
- The same file names on every document type
- No more misfiled results or the rework they caused

Experience with medical software companies

We have also worked with large medical software companies, including DoseMe and US-based Monarch Medical Technologies.

Used to strict privacy rules

Our US work was done under HIPAA, the US health privacy law. We bring the same discipline to Australian practices under the Privacy Act.

Patient data stays in Australia

- ✓ We host workflows on Australian servers and use OCR and AI services that run in an Australian region.
- ✓ We design for Australian Privacy Principle 8, so patient data is not sent overseas without you knowing.
- ✓ Each bot has its own login with only the access it needs, and every action is logged.
- ✓ Clinical judgement is never automated. The system files the report. A doctor still reads it.

How a project runs

1. **A 15-minute call.** Send a sample file and tell us where it lands today.
2. **A clear quote.** We tell you which method fits and what it costs, including upkeep.
3. **Built on your documents.** We map your formats and test with your past files before go-live.
4. **Go-live and tuning.** We train your team, set up the review queue and tune the system on real use.

About Osher Digital

Osher Digital is a Brisbane AI and business process automation consultancy. We build automations, AI agents and custom software for Australian businesses, and we host them in Australia.

More on this page

The web version of this statement, with every case study and our answers to common questions, is at osher.com.au/industries/medical-practice-automation/

Stop retyping referrals

Book a free 15-minute call. Send a sample file, and we'll tell you which method fits and what it costs.

Book a 15-minute call
osher.com.au/book-a-call
info@osher.com.au
+61 7 3357 1154

Osher Digital is a trading name of Unlimited 4 Pty Ltd, Level 38, 71 Eagle Street, Brisbane QLD 4000. Results are from case studies published at osher.com.au. Xestro, Genie, Clinic to Cloud, Gentu, Best Practice, MedicalDirector, and Zedmed and other product names are trademarks of their owners. Osher Digital is not affiliated with these companies.