AI-OCR "DX Suite" Now Supports Medical Certificates

Contributes to DX in corporate HR and labor management, promotes health and productivity management, and improves the speed of customer service in the insurance industry

Tokyo, August 5, 2021 -- AI inside Inc, a provider of an AI platform, announces our AI-OCR "DX Suite" now supports medical certifications as a new semi-structured form model.

Digitization of the health certification data can improve work efficiency for the human resource professionals such as business process outsourcing services undertaking human resource operations, the insurance industry, and the healthcare-related organizations. Also, it contributes to the creation of health management policies in companies and the improvement of customer satisfaction by speeding up the processing of insurance applications.

Usage and Issues of Health Certificate Information in Japan

Nearly 20 million people (*1) take health checkups every year, and health certificates are used for a variety of purposes. For example, in addition to traditional legal requirements, some company uses data for a measure to improve the health of employees. The background to this trend is that with the spread of the new work style, there is a need to digitize human resource and labor management operations and respond to the government's promotion of health management.

In some cases, health certificates are required for new applications for life insurance. The insurance companies manually enter data into their systems to process the applications. Furthermore, in recent years, with the growing demand in the healthcare industry, opportunities to use health certificates have expanded, such as linking the result of the health certificate in Mynaportal (*2) and registration in health management applications.

Although there are many opportunities to use the data of health certificates, most of them are issued on paper, and the format differs depending on the medical institution and the type of examination. Moreover, since there are many examination items, it has been challenging to recognize and digitize data from medical checkup results automatically. Therefore, it has become an issue that an enormous amount of work time is spent on manual data entry of medical checkup results from one by one, and the demand is growing for a BPO service (*3) to enter medical checkup results on behalf of the client.

With the addition of the new health certificate model to the DX Suite, users can quickly digitize the results of medical examinations for each item by simply scanning health certificates in different formats. This model also reduces the enormous amount of work time and errors occurring by the manual data entry. Additionally, it helps generate more high-value-added time for the implementation of new measures for corporate health management and contributing to customer satisfaction by speeding up the processing of insurance applications.

(*1) Results of a survey on the trend of health checkup recipients and the impact on health checkup institutions due to the spread of new coronavirus infection, fiscal 2019-2020. Source: Japan Society of General Health Examination Physicians, National Federation of Occupational Health Organizations

(*3) System to manage your account for the Individual Number Card issued by the Japanese government.

(*2) BPO is an abbreviation for "Business Process Outsourcing," in which business operations and business processes are outsourced to specialized companies.

Specific examples of AI-OCR digitization of medical certifications

Example 1: Creating a report on the results of periodic health checkups in a company

Companies are required to submit a report on the results of annual health checkups to the Labor Standards Bureau based on the health checkup forms received by employees. In the past, companies had to visually check each employee's health certificate result issued on paper and manually input data. By using AI-OCR in the DX Suite for digitization, companies can improve the efficiency of preparing reports for submission to the Labor Standards Bureau, analyze the health checkup results, and quickly take action to improve employees' health.

Example 2: Underwriting of new insurance applications at a life insurance company

At the time of application for life insurance, the applicant is required to submit a medical certificate depending on the product selected for fair underwriting. In the past, the content of the medical certificate had to be entered into the system manually. However, by automating this process using the AI-OCR "DX Suite," the insurance company can achieve faster underwriting.

Future expansion of "DX Suite"

In addition to improving the accuracy of its recognition, "DX Suite" continuously expands the types of documents that it can support. At present, nine types of semi-structured documents are available. In the future, we plan to add a data extraction function that allows users to freely set the key-values to extract from the sheet and a function called the Full Page OCR that digitizes all text in documents or images. By further expanding the functions of "Intelligent OCR," we aim to achieve document intelligence (optimization of document management.)

Supported semi-structured forms: nine types in total (as of August 2021):

Invoices, receipts, receipts from cash registers, purchase order documents, payroll reports (FY2020 and FY2021,) resident certificates, automobile tax payment forms, rental agreements, and medical certifications.

About DX Suite（https://dx-suite.com/global/lp/?lang=en）

"DX Suite" is an application that digitizes all kinds of documents with AI inside's in-house developed "character recognition AI." "DX Suite" has the AI-OCR "Intelligent OCR" and the "Elastic Sorter" that sorts large volumes of documents in the same format. "Intelligent OCR" can read handwritten characters with high accuracy, which was challenging for conventional OCR to read. It also supports the reading of Japanese, English, Traditional Chinese, Thai, and Vietnamese Languages. Additionally, it offers a privacy control function that allows users to control their information, and users can choose to have AI learn or not. "DX Suite" contributes to automating the data entry work that has been completed manually and leads to improve productivity and digital transformation for many companies.

About AI inside Inc.

With our mission, "to bring AI to every being in the world and contribute to a richer future society", AI inside aims to realize a society in which AI has spread to every corner of people's life. We provide a platform for anyone to utilize AI easily through our services: Workflows for using AI and applications including our DX Suite, Learning Center for everyone to build high precision AI without code, and AI inside Cube for running various AI.

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