



OPPORTUNITY

To improve the efficiency and completeness of time-consuming manual electronic health record auditing processes.

INNOVATION

RedSalud automated their auditing with AI, creating automatic reports, scores, and explanations as tools to enable more effective care delivery and patient care.

SOLUTION

Integrating Google Gemini and InterSystems TrakCare, RedSalud created AI-based tools to periodically scan EHR documentation more frequently and thoroughly than clinicians can.

IMPACT

RedSalud's AI tool ensures every patient interaction is thoroughly and properly documented. Audit time has been cut by more than a factor of five, so providers can focus on urgent tasks and possible improvements and receive real-time feedback. With this tool, RedSalud is setting a new bar in patient data governance and outcomes.

RedSalud Supports Patient Care, Documentation, and Cost Saving with AI-Driven Healthcare Auditing

RedSalud's AI-Driven Audit of their electronic health record (EHR) is a groundbreaking initiative that leverages advanced AI technology to enhance the quality and efficiency of (EHR) reviews. This innovative solution has dramatically reduced the audit time from six weeks to just eight days, allowing healthcare providers to focus on more critical tasks and improve patient care. The tool identifies areas for improvement and offers real-time feedback to clinicians, ensuring that the highest standards of care are maintained. With this initiative, [RedSalud](#) is setting a new benchmark in healthcare documentation, data governance, and patient outcomes.

Accelerating and Rationalizing Audits with Automation

The need to improve the efficiency and completeness of RedSalud's EHR auditing process was a key driver for their innovation. Previously, a nurse would spend approximately 6 weeks reviewing 800 EHRs twice a year, a process that was both time-consuming and limited in scope. Recognizing the potential of AI technology, RedSalud integrated Google Gemini with the high-speed capabilities of **InterSystems TrakCare™** and **InterSystems IRIS® for Health**. The initiative automates and accelerates the auditing and provides detailed scores and explanations, ensuring that every patient encounter is thoroughly documented and adheres to clinical protocols. The tool also flags such problems as over-prescribing tests and incomplete documentation.

Improving the Effectiveness of Care with Auditing

RedSalud's AI-driven auditing initiative has significantly enhanced patient care and cost efficiency. By ensuring that doctors adhere to established protocols and audit their medical records, the audits help avoid unnecessary tests and treatments, reducing financial burdens on patients support the effectiveness of their care plan. The initiative also aims to prevent complications by ensuring that cancer treatment plans are reviewed by a board of oncologists before surgery, a critical step in providing the best possible care.

“We make sure that the physician records are good quality. After that, we make sure that they follow our established protocols.”

“We analyze all surgeries with AI and detect which surgery is related to cancer. We determine if the patient’s treatment plan was reviewed by a board of oncologists, with the recommended study before surgery. If not, we make sure to follow-up with the doctor after the surgery.”

The RedSalud team

What the RedSalud AI Audit Accomplishes for Its Clients

Time Efficiency: The RedSalud AI tool has drastically reduced the time required to audit electronic health records, from 6 weeks to just 8 days, allowing for more frequent and comprehensive reviews.

Cost Reduction: By automating the auditing process, RedSalud has significantly lowered the costs associated with manual reviews, making the tool a cost-effective solution for maintaining high standards of care.

Real-Time Auditing: The AI audit initiative aims to implement real-time auditing, providing immediate feedback to doctors and clinicians, which supports continuous improvement in medical practices.

Data Quality and Compliance: The AI audit ensures that medical records are complete and adhere to clinical protocols, which is essential for both patient care and legal protection, enhancing the overall reliability and trustworthiness of the healthcare system.

About the Winner: Empresas Red Salud S.A.

RedSalud (Empresas Red Salud S.A.) is a leading healthcare network in Chile, offering a wide range of medical and dental services through its network of hospitals, clinics, specialized institutes, and dental centers. Known for its commitment to patient care and quality service, RedSalud has earned top rankings in patient satisfaction, such as the first place in the Praxis Xperience Index 2025.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a significant difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards/>.

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