QTC Uses MapQuest for Business for America’s Heroes

Since 2000, QTC has performed more than four million physical and diagnostic tests for U.S. veterans across the company’s 60+ office locations nationwide. Owned by Leidos, the Los Angeles, California-based company, QTC is the largest provider of government-outsourced occupational health and disability examination services in the U.S. QTC uses MapQuest for Business to help examinees quickly and easily locate the nearest provider.

Objectives:

- Quickly and accurately geocode examinees’ addresses into latitude and longitude coordinates.
- Track mileage for QTC examiners visiting patients in the field.
- Send map and driving directions to examinees via mobile device or portal.

Examinations for America’s Heroes

QTC provides a variety of employment-focused medical examinations and diagnostic testing services to clients in the private sector as well as federal, state, and local government agencies. The U.S. Department of Veterans Affairs, the U.S. Department of Labor and the U.S. Department of Health and Human Services are just a few of QTC’s government clients.

Finding the Right Provider Quickly and Easily

Accurately routing and locating over 15 million searches for an examination provider per year requires a robust and precise geolocation engine. Geocode results from QTC’s previous provider were slow to be returned and inaccurate. The company recognized the need for a better geocode service with increased accuracy and speed of results for the military, civilian government and private sector users searching for an examination provider. In addition, QTC needed a way to accurately track mileage traveled by examinees visiting patients in the field.

MapQuest for Business is Called to Serve

QTC evaluated several alternatives to its legacy geolocation provider, but ultimately chose MapQuest for Business for three reasons: the availability of the application program interface (APIs) that could be easily integrated into QTC’s case management system workflows, the cost structure and flexibility of terms, and the speed and accuracy of geocode results.

Since integrating MapQuest’s Geocoding API into QTC’s case management system in 2015, user adoption has skyrocketed, exceeding QTC’s expectations. MapQuest’s Geocoding API automatically translates examination requests from addresses to latitude and longitude, the Search API identifies the nearest examiners within the predefined radius guidelines, and the Directions API returns turn-by-turn driving on a map to either a mobile device and QTC portal. For examinees traveling to QTC Clinics or Provider’s office locations, the Directions API tracks mileage within QTC’s case management system, automatically submitting mileage for reimbursement more accurately and timely than ever before.

“Our users really like the speed and accuracy of MapQuest’s results in identifying the best and closest providers for our examinations,” said QTC’s Chief Information Officer, Nader Nemati. “Overall, we have increased our user satisfaction with this functionality by offering the MapQuest engine within our case management application.”