SYNAPTIC|AP

Synaptic Healthcare Accelerators for Salesforce®
Transform Patient Care and Boost your Bottom Line *—at the Speed of Lightning*

Optimize health outcomes and personalized care, while drastically reducing costs and gross inefficiencies. Synaptic's award-winning accelerators harness the full power of Salesforce Health Cloud® and Field Service Lightning® to deliver 360-degree coordinated care*—at speed.*

Synaptic combines 10+ years of experience solving complex healthcare challenges with intuitive UX and superior Salesforce expertise. The result? Salesforce accelerators that provide unrivaled interoperability, cross-team coordination, analytics reporting—and cybersecurity above and beyond mere HIPAA compliance.

Implement Salesforce with your organization's unique needs in mind—within weeks, and within budget. Discover Synaptic's accelerators for intelligent mobile health, care management, population stratification, and more.

OVER
9 Million
PATIENTS ARE MANAGED ON
SOLUTIONS BUILT BY
Synaptic AP
ON THE SALESFORCE® PLATFORM

> " Synaptic AP's Salesforce accelerator has brought us access to information in such a short period of time. For us, this has been huge. "
>
> — Reliance ACO

KEY ACCELERATORS

- Patient Visit Scheduling and Dispatch—Leverage Field Service Lightning for rapid, intelligent scheduling and routing. Identify your best resource based on availability, route proximity, skill set, languages spoken, and more.

- Youreka Mobile Health Assessments—Create and deploy smart mobile forms in minutes without writing a single line of code. Eradicate data loss with offline data capture and automated device-to-Salesforce data sync.

- Population Stratification—Instantly identify current and future high-cost, high-risk patients.

- Care Management—Set goals, track interventions, and automatically schedule and remind patients of critical tasks and appointments.

SILVER
salesforce
PARTNER
2019

PATIENT VISIT
SCHEDULING AND DISPTACH

SYNAPTIC'S HEALTHCARE ACCELERATOR FOR FIELD SERVICE LIGHTNING (FSL) ENABLES SMART, SEAMLESS SCHEDULING AND ROUTING.

Synaptic's out-of-the-box FSL accelerator makes scheduling and logistics quick and seamless across your care management team. Easily review individual team member availability, location, and skill set to dispatch the best personnel for each patient visit.

Youreka™
MOBILE HEALTH ASSESSMENTS

BUILD GUIDED HEALTH ASSESSMENTS FOR YOUR MOBILE TEAM WITH YOUREKA, SYNAPTIC'S SALESFORCE-NATIVE FORMS APP.

From smart mobile health assessments, intake forms, patient surveys, and more, Youreka works seamlessly with Salesforce's suite of products to transform efficiency, insights, patient satisfaction, and revenue. Youreka's drag-and-drop template builder generates fast, customizable assessments. Conditional logic and automated triggers enable health teams to effortlessly collect information that directs next steps for the end user completing the form.

KEY CAPABILITIES & BENEFITS:

- Auto-generate events to be scheduled based on business rules.

- Determine the best person to complete the visit by reviewing availability, qualifications and ratings.

- Define geo-locations, territories, radiuses and required travel distance and time.

- Organize visits while ensuring all required materials, links, and resources are assembled.

- Collaborate immediately on next steps after you complete each visit.

- Gain insight into your processes by looking at your visit trends.

KEY CAPABILITIES & BENEFITS:

- Code-free template builder. Drag-and-drop modules, WYSIWYG editor, and mobile device previews generate sleek, responsive forms in minutes.

- Real-time analytics and CSV exports instantly visualizes aggregate form data in Salesforce at the click of a button, and enables 1-click downloads for endless spreadsheet uses and analyses.

- Offline data capture, automatic device-to-Salesforce sync, and field mapping from Youreka to any Salesforce field optimizes data hygiene and work efficiency.

- Contextual guidance directs end users with real-time next steps and alerts. Instruct care teams with proper procedure in the field. Signal potential problems or flag patient risks.

CARE MANAGEMENT

SYNAPTIC'S CARE MANAGEMENT ACCELERATOR FOR HEALTH CLOUD POWERS END-TO-END, CROSS-TEAM PATIENT CARE.

Leverage the power of Salesforce to manage patient plans, from strategy through to execution and measurement. Collaborative, 360-degree tools enable teams to prioritize problems, create goals, and build intervention strategies that improve outcomes and reduce overall costs.

POPULATION STRATIFICATION

GENERATE PREDICTIVE PATIENT PROFILING TO OPTIMIZE TOUCHPOINTS AND IMPROVE ENGAGEMENT.

Synaptic's Population Stratification accelerator for Health Cloud transforms your first and second-party patient data into actionable, predictive patient profiles. Leverage macroscopic behavior patterns, trend forecasts, and population segmentation to execute highly-targeted campaigns and interventions.
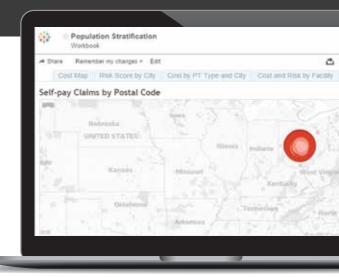
KEY CAPABILITIES & BENEFITS:

- Integrate patient data seamlessly across multiple platforms, HIEs, and EHRs.

- Collaborate across all members of the care team to ensure a patient or member is receiving consistent feedback.

- Transform patient engagement and cooperation, win patient trust, and build life-long loyalty.

- Streamline processes through automated workflows.

- Improve communications and issue/risk escalation.

- Automate scheduling and reporting to remind your patients of critical tasks and appointments.

- Easily screen, intake, and determine eligibility across new and prospective patients.

KEY CAPABILITIES & BENEFITS:

- Rely on mature risk models based on more than a decade's worth of data.

- Automate segmentation based on health conditions without sifting through claims data.

- Categorize and engage high-risk and rising-risk individuals.

- Draw meaningful conclusions and measure success with powerful real-time analytics reports and dashboards.

SYNAPTIC | AP

Transforming Patient Care with Salesforce Since 2008

Our firm was founded on our healthcare practice. More than a decade later, transforming patient care with Salesforce remains at the core of what we do. A broad range of healthcare clients partner with us for data-secure implementations, accelerators, and apps—from MCOs, specialist clinics, assisted living, and home health—to large-scale providers, medical device companies, government agencies, and beyond. We put rich patient data into your hands so you can personalize care, improve health outcomes, and drive growth.

11+
YEARS
&
9 MILLION
PATIENTS
MANAGED BY
SYNAPTIC | AP
S O L U T I O N S

Questions?

Our healthcare experts are available to help.

Discover how Synaptic can transform your healthcare organization's digital and mobile operations with Salesforce today:

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