OBJECTIVE

To provide solutions that would efficiently manage appointments, scheduling, and payroll for a healthcare system. Implementing Health cloud and Lightning application to meet the complex requirements of: appointment booking, scheduling doctors, and calendar shifts. Needing to use AI to understand the services offered for patients, integrating that with e-Clinical works, and auto SMS reminders for scheduled patients.

CHALLENGES

- ➢ Clinician scheduling and appointment booking
- ➢ Integrating everything with e-Clinical works
- ➢ Calendar components to meet scheduler's shifts
- ➢ Output of complex reports and dashboards for statistics
- ➢ SMS messages for appointment reminders
- ➢ Daily data uploads from external systems in a single application

APPROACH

- ➢ Activate complex trigger automations for the business process
- ➢ Provide holistic support based on clinicians' profiles and patient needs
- ➢ Integrate Google API service with Salesforce
- ➢ Implement RPA automation with a UI path enabled to automate the daily data upload
- ➢ Build a Lightning application as a standalone that can automate appointment booking, sending messages to patients, and track appointments.

BUSINESS BENEFITS

- ➢ More time to focus on strategizing the business operations
- ➢ Appointment booking made easy, speeding up the business's process
- ➢ Having a better customer relationship in the clinics by managing records more efficiently in Salesforce with e-Clinical works
- ➢ No hassle of creating Excel sheets and looking at each line item
- ➢ Easier management of EHR records
- ➢ Saved clinicians time with streamlining the processes
- ➢ Monthly reports of patient information and appointments made were a few easy clicks away
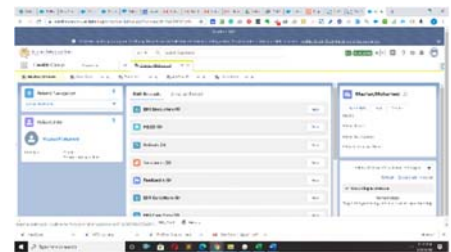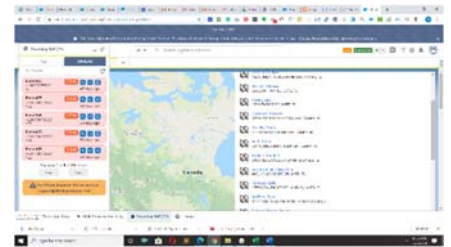
INDUSTRY

Healthcare

CUSTOMER PROFILE

US-based healthcare provider with 15+ years of experience in the medical services industry

TECHNOLOGY AND TOOLS

- Health Cloud
- Salesforce1 Mobile App
- Lightning Platform
- Einstein Analytics
- Value SMS – Third Party
- API Integration

ABOUT CLOUDQ

CloudQ helps companies succeed by consulting, implementing solutions, and providing certified professionals. We're one of the INC 5000 fastest-growing private companies, and we're based in Alpharetta, GA. We specialize in cloud-based technology implementation and are a Silver Consulting partner with Salesforce and have a transparent, highly-efficient, customer-centric business model.

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