



Connecting Patients with Clinicians Easily

Implementing Salesforce in the Healthcare Industry

OBJECTIVE

To align patient demographics and scheduling coming from ACT and eClinicalWorks and streamline the process for schedulers. Providing the clinicians with one app for everything from patient information to navigation to the patient's location.

CHALLENGES

- Multiple applications are being used to manage a large amount of data
- Clinicians are using a patient list and a separate navigation tool
- Desk phones being used for outbound and inbound calls
- Patient information is updated manually

APPROACH

- Implementation of Sales Cloud to manage all data in one centralized place
- Integrated Salesforce Maps to provide clinicians with patient information, patient location, and navigation in one app
- Tenfold used for click-to-dial feature and managing calls
- Set up automation process to update patients' appointment and geographic information
- Migrated data from all other tools and Excel
- Created automated appointments based on suggested visit dates

BUSINESS BENEFITS

- Clinicians have a better experience with navigating to patients
- Schedulers are saving time with click-to-dial, the auto scheduler, and the management of inbound calls
- Salesforce Maps automatically syncs with the clinician's calendar, so there are no more missed appointments
- Management of open slots, capacity, patient history, appointments, client information, and more has been made faster
- Monthly reports are faster and easier to create, saving time and money

INDUSTRY

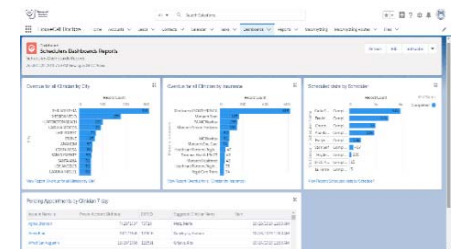
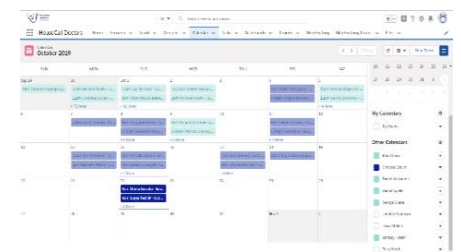
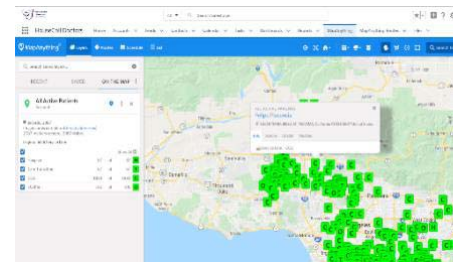
Healthcare

CUSTOMER PROFILE

US based enterprise with 12+ years of experience in the healthcare industry.

TECHNOLOGY AND TOOLS

- Sales Cloud
- MapAnything
- Tenfold CTI
- Salesforce1 mobile app
- Lightning platform



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.

CONTACT

6110 McFarland Station Dr,
Suite #201, Alpharetta,
GA, USA – 30004.



www.cloudq.net

info@cloudq.net

US: +14044101441

IN: +914714067172