

360-Degree views of Consumers via Health Cloud Integrations

Community Wellness Ventures partners with MST Solutions to deliver a comprehensive solution for growing their business based on Salesforce Health Cloud.

Challenge

CWV saw its processes and system challenges make it difficult for staff to access the data they needed about key patient management data (status, scheduling, billing, etc.).

Solution

The solution centered on Health Cloud with key integrations and leveraging Community Cloud to broaden access to internal and external users alike. The full journey of the Consumer is now tracked and centralized within Salesforce. from Consumers' initial referral and intake, through handling of provider assignments and on-going care for the Consumers, and the eventual offboarding and aftercare support.

Results

Their integrated Health Cloud and Community Cloud solution is allowing them to deliver high-quality experiences to their Consumers, referrers (partners), and staff alike.

Program Timeline 3 Months

KEY OUTCOMES

Disparate EMR data integrated for 360 patient view

Streamlined referral process

Business Growth Insights via Reporting / Analytics

Automated workflows

LICENSES USED

Salesforce – 15