

SUCCESS STORIES- Medical Assistance Coordination System



Doctors Now serves as the intermediary between patients, health providers, and insurance companies, coordinating medical assistance.

Doctors Now required a system that would enable them to communicate with all parties involved efficiently and securely, ensuring patients receive the health assistance they need and medical providers are paid on time.

Inforge implemented the following solutions for Doctors Now:

Salesforce Service Cloud Implementation:

We introduced Salesforce Service Cloud to coordinate medical assistances through case management. This allowed for more organized care and streamlined case handling, facilitating better patient support.

Auto-document Generation System:

We implemented a system that automatically generates documents using case information and requests signatures from doctors, patients, hospitals, and insurance companies. This reduced manual paperwork and improved the efficiency of document handling.

WhatsApp Communication:

We integrated WhatsApp with Salesforce to enable direct communication between patients and doctors. This innovation made communication more immediate and accessible, improving the responsiveness of medical services.


Portal for Doctors and Healthcare Providers: A dedicated portal was created for doctors and healthcare providers to submit medical reports and diagnostics. This made the process of reporting more efficient and allowed for quicker diagnosis and treatment planning.

Integration with ChatGPT: We integrated ChatGPT to interpret emails from insurance companies and automatically fill out patient and assistance information within Salesforce. This reduced the time spent on manual data entry and ensured that patient records were up-to-date and accurate.

With **nearshore talent based in Costa Rica and Argentina**, we provide excellent quality people at **competitive prices**, sometimes 50% less than US counterparts.

We are in the same time zone as the US facilitating communication and **collaboration in real time**.

Contact us:

 +1 754 225 5070

 info@inforge.us

 Hallandale Beach, FL 33009