



Health



Salesforce Health Cloud (HIPAA-Compliant) Solution Case Study

**Health Cloud Transformation for a
US-Based Healthcare Provider**



Client Location: United States (HQ)

Business Challenge

A leading US healthcare provider faced mounting pressure from fragmented patient data, manual workflows, and growing HIPAA compliance risks. Their care teams lacked a unified view of patient records, struggled with disconnected EMR systems, and were bogged down by inefficient processes that compromised both care quality and operational agility.

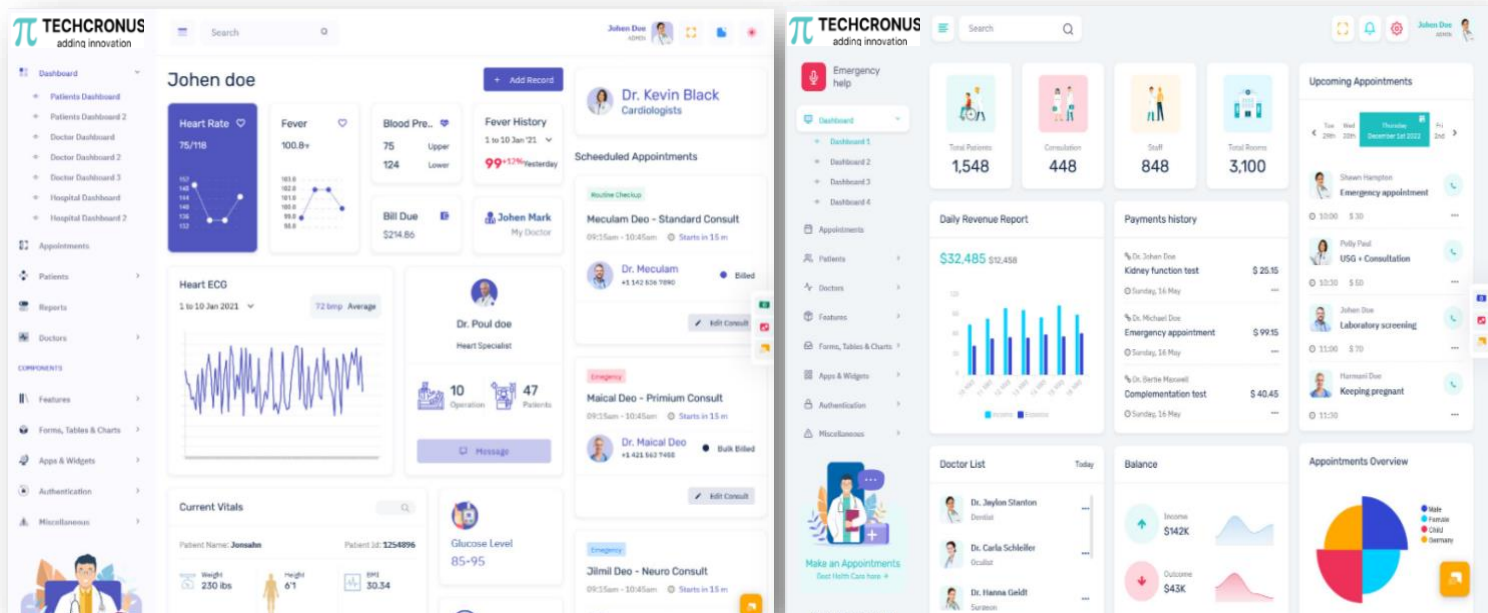
- **Fragmented Patient Data:** Multiple disconnected systems made it difficult to access complete patient histories.
- **Manual Workflows:** Care teams relied on time-consuming manual processes, slowing down service delivery.
- **Compliance Risks:** Growing concerns around maintaining HIPAA compliance due to lack of centralized oversight.
- **Disjointed EMR Systems:** Existing EMR platforms operated in silos, preventing real-time data sharing.
- **Operational Inefficiency:** Inefficient processes reduced both care quality and overall organizational agility.

Solutions Overview

Techcronus partnered with the client to implement a robust, end-to-end deployment of Salesforce Health Cloud, purpose-built for high-stakes healthcare environments.

- **Seamless EMR/EHR Integration:** Our team connected Salesforce Health Cloud with the client's existing EMR systems to create a single, 360° view of patient data across all care teams.
- **HIPAA-Compliant Architecture:** We designed a secure data framework with encryption, role-based access controls, and comprehensive audit trails to ensure full HIPAA compliance.
- **Intelligent Workflow Automation:** We automated key patient engagement processes—like appointment scheduling, post-visit follow-ups, and care coordination—to eliminate manual effort and reduce errors.
- **Real-Time Clinical Dashboards:** Our team delivered real-time dashboards and reports that give clinicians instant access to actionable insights, improving their decision-making at the point of care.





Unified Patient View

Enabled holistic care decisions and faster triage

Patient Engagement

Increased by 30% within the first six months

Admin Workload

Reduced by 40% through intelligent automation

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With Techcronus, the client didn't just solve today's problems, they built a scalable digital backbone for tomorrow's healthcare innovations, from remote monitoring to AI-driven diagnostics.



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