

Salesforce Health Cloud- Case Study

Salesforce Health Cloud is a revolutionary invention for the health sector.

Assistance provided- Salesforce Service Cloud

A little background:

A multinational biopharmaceutical company, one of the world's largest independent biotechnology companies, aims to provide A-one medical facilities & have a values-based company deeply rooted in science and innovation to transform new ideas and discoveries into medicines for patients with serious illnesses.

Focused on molecular biology and biochemistry, its goal is to provide a healthcare business based on recombinant DNA technology.

Problem:

Just like others, Amgen initially used to manually inscribe the data for patients, including their treatment history, history of disease they are suffering from, medicines, eating habits, physical activity & many more things.

The problem arises when they have to get back to the details of a patient who has diabetes but was detected two months ago.

Requirement:

- To solve the issue, they wanted something that would give a 360* view of any patients within less time.
- Save time for tracking the patient's information.

Solution:

With the help of Salesforce CRM & Amazon Texttract, Cloud Prism runs them through the process where they can quickly scan handwritten patient information through Amazon extract.

Texttract uses machine learning to read and process documents, accurately extracting text, handwriting, tables, and other data with no manual effort. Whether you automate loan processing or remove information from invoices and receipts, you can quickly automate document processing and act on it. Texttract can extract data in minutes. You can also use Amazon Augmented AI to add human reviews to your models and validate sensitive data.

Now, when the data was in the form of pdf, we integrated Salesforce Health Cloud with their system, enabling them to easily view all the data of a patient, even a two-week-old record,

By Integrating Health Cloud, we migrated all the handwritten patient data into their org, making them access all the data they have for the patients in comparatively less time than they were doing earlier with the handwritten one.

Benefits they get from the integration of Salesforce Health Cloud with their CRM:

- 360-degree view of the patient's data anytime & anywhere they want.
- It saves much time since they can access the data in one place with different data just 1-2 clicks away.
- Hassle-free appointment system in which you automate the appointment alert to the patients so that no one misses their appointment.
- Patients' experiences can be fantastic with seamless systems, making them not suffer from the service and their illnesses.
- With data easily accessible, the hospital can check on the patient's recovery, so if anything goes south, they can offer help.

Healthcare is one of the crucial sectors for the existence of human life; they need to have a seamless system where they can offer good facilities to patients who are already suffering from illness or have become lazy in their recovery process.

With Salesforce Health Cloud, the benefits do not just go to the patients. Workers can save much time by automating various tasks, and they get a full 360-degree view of the patient's data for further recovery to help the patient when in need quickly.

If you or your business is also facing such issues, contact us for a more personalized demo that will give you more excellent benefits & your patients a satisfying treatment.

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