

Extentia's Pioneering Health Cloud Initiative for healthcare workers

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18 May, 2020- In the wake of COVID-19, and the calamitous effect it's having on populations across the world, Health Cloud and its unbridled potential could help augment the efforts of healthcare providers across the globe. Health Cloud allows healthcare providers to attract more patients with 1-to-1 journeys, deliver improved care to existing patients, and exponentially simplify how patients access care. Salesforce recognizes the need to do its part to combat the threat of COVID-19. In addition to the multitude of products, they are making free including Salesforce Care Solutions and the Salesforce Employee Help Center. Salesforce also has a robust Health Cloud offering. One of the most innovative projects in our pipeline is a multi-org patient journey platform that can be used by nurses and doctors to seamlessly view, keep track of, and schedule patient visits and interactions.



The solution aims to revolutionize and transform the logistical and administrative requirements of healthcare practitioners by streamlining and future-proofing ordinarily tedious processes. But a revolutionary product requires holistic, nuanced communication, and collaboration with key stakeholders as well as the actual potential users of the platform.

While several existing medical support platforms do one or a few functions adequately, there is a dearth of products that offer the seamless all-pervasive experience that brainstorming sessions visualized at the outset of this.

What We Did

During the discovery phase, Extentia's Experience team made note of some key requirements from those we interviewed who comprised of doctors, nurses, and admin staff from hospitals across the city.

To start with, users needed to be able to create and maintain multiple appointment views for different customers along with the ability to easily map nurses and doctors to a specific patient or group of patients. We also needed to provide the ability to define access for supervisors and administrators as well as provide adequate security to ensure eyes only access for a specified group of doctors and nurses.

During the actual development phase, our team utilized a combination of the Health Cloud, AppExchange, Salesforce Mobile, Field Service Lightning, and Salesforce Platform to create sleek, streamlined iterations of features ranging from a Patient Journey Builder to Schedule Consoles to Diary Management to Appointment Management and visit details for patients long with a whole host of other features. Profile and permission sets were also created for each project with each profile corresponding to individual users.

Key Features

The two most utilized features of this platform are the immersive Patient Journey and Care Plans

and the intuitive Appointment Scheduling functionality. Patient Journey and Care Plans allow individual accounts to efficiently manage their patients through the utilization of custom Care Plan Templates. Care Plan Templates utilize a nuanced system of problems and goals to holistically map a patient's experience while under the care of a particular nurse or doctor. The Patient Journey console can also be used to view patient treatment timelines and the care team assigned to a particular patient.

The Appointment Scheduling functionality of the platform allows events and appointments to appear directly on a user's Health Cloud timeline and stores all forms of relevant data pertaining to a patient's visit. To do this it makes use of a Salesforce Calendar synchronization with the Field Service Lightning Scheduler.

What's Next?

It is our profound hope that the innovations we've been able to engineer through this platform's utilization of Health Cloud and other key [Salesforce](#) technologies will allow healthcare workers across the world to save lives and help make the world a better place.

For more information please visit at: www.extentia.com

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