Patients today are taking more active role in medical decision-making. Healthcare institutions are recognizing this shift towards increased patient autonomy and need for collaboration. Wipro’s Complete Care solution built on Microsoft Dynamics 365 provides platform for various healthcare stakeholders to collaborate to deliver ‘best in class’ care to patients.

**Key takeways**

- Empowering patients with self-service
- Remote monitoring patient’s vitals
- Personalized surveys for patient outreach
- Promoting collaboration between care team members
- Providing outpatient and inpatient business process support

Wipro’s Complete Care solution is one stop solution to enhance collaboration between patients, care teams, physicians/specialists, Payers and various other stakeholders.
Wipro's Complete Care solution on Dynamics 365 connects all health stakeholders, provides personalized services and enables improved patient and practitioner's engagement.

**Key benefits**

Patient experience is fragmented across key stakeholders – Health care providers, specialists, caregivers, and payers. Creating awareness on niche diseases, new medicines, and markets is a challenge. Consistent touchpoints inside as well as outside the doctor's office are conduits to successful healthcare.

There is an imperative need for internal collaboration and personalized care for patients. Wipro's Complete Care platform provides below benefits to enable the same.

- Enhanced collaboration between various healthcare stakeholders
- Empowering care teams to work efficiently and make effective decisions
- Engaging and motivating patients to better support their health
- Preventing health emergencies through proactive remote monitoring
- Education and support to patients with rare diseases
- Faster time to market for any healthcare provider systems

**Features**

- **Outpatient process support**
  Complete support on appointment scheduling and doctor's availability to book patient appointments

- **Remote monitoring and action**
  Smart care provided by integrating the solution with patients' wearables for vital monitoring

- **Care team collaboration**
  Internal collaboration tool-Microsoft Teams available for care teams/specialists to provide 'best in class' care

- **Inpatient process support**
  Business process flows enabled to guide users/admins to complete the process with efficiency

- **Patient self-service portal**
  Patients have flexibility to access their medical information at any point of care from anywhere

- **Patient outreach**
  Personalized care and offers based on patient conditions, treatments received, and care plan advised
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