Complete Healthcare for Dynamics 365 Customer Engagement
Complete Healthcare Overview

Demo

Questions
What is Wipro’s Complete Healthcare?

Patient Experience is fragmented across key stakeholders – Health care providers, Specialists/care givers and payers. Creating awareness on niche diseases, new medicines & markets is a challenge. Consistent touchpoints inside as well as outside the doctor’s office are conduits to successful healthcare. Today’s patients are taking a more active role in medical decision-making. Healthcare institutions are recognizing the shift towards increased patient autonomy and have focused their attention on providing a best-in-class patient experience.

Wipro’s Complete care Healthcare based solution on Microsoft Dynamics 365 provides platform for various healthcare stakeholders to collaborate to deliver ‘best in class ‘care for patients. It also empowers Patients with self-service options to help reach their healthcare goals.

**Dependent Solutions:**
- Microsoft Healthcare Acc.
- Voice of Customer
- AutoNumber(Intone Networks Inc.)
- Portal Add-on
- Project Service Automation
- Filed Service
‘Complete Care’ Healthcare Solution based on D365 platform

**CRM Solution Modules**

- 360 Patient Info
- Appointment Scheduling
- Activity Management
- Health Plans and Claims Management
- Inpatient / Outpatient process Support
- Relationship Insights
- Care Plans and Tracking
- Marketing and Patient Segmentation

**Supporting Structure**

- Document Management
- Patient Portals
- Collaboration via MS Teams
- Dashboard and Reporting
- Microsoft Flows
- Audit and Compliance
- MS Teams
- Power Apps for Physicians

**System Integrations**

- Compliance Systems
- EHR Data
- Partners/Brokers
- Wearables / IOT Devices
- 3rd Party products
- MS HealthVault

**Stakeholders**

- Nurses
- Health Care Providers
- Patients
- Payers
- Caregivers

**Key Features**

- System Integrations
- Compliance Systems
- EHR Data
- Partners/Brokers
- Wearables / IOT Devices
- 3rd Party products
- MS HealthVault
HealthCare Solution 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 vitals monitoring

Care Teams Collaboration
Internal collaboration tool- MS 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 point from anywhere

Patient Outreach
Personalized care and offers based on Patient conditions, treatments received and care plan advised
‘Complete Care’ Solution Components

Patient 360 | Careplan Tracking | Scheduling Appointments | Self Service Portal | Health Surveys | 24*7 Chat & Support | Collaboration with/in HCP | Education collaterals | Patient Outreach | Claims Management | Case Management

D365 Portals
Extended Data Model
MS Team Integration
Connected Field Service
Next Best Action
D365 Health Accelerator
VOC Surveys
Universal Resource scheduling
Chat/ Cafex Integration
Power Apps for Specialists

24*7 Chat & Support
Patient Outreach
Collaboration with/in HCP
Education collaterals
Patient 360
Careplan Tracking
Scheduling Appointments
Self Service Portal
Health Surveys
Engaging Patients - Patient 360

- Self Service Portals
- Care Plans Tracking
- Remote Monitoring
- Collaboration with Care Teams
- Claims and Case Management
- Personalized Offers

- Tracking
Demo
Patient 360 View
Patient Admission Process
Doctor's Appointment
Patient Medical Bill
# Patient Prescription

**PRESCRIPTION** 

**Doctor's Prescription**

### Vital Details

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