



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



Nurses



Health Care Providers



PATIENTS



Payers



Caregivers

System Integrations

Compliance Systems

EHR Data

Partners/ Brokers



System Integrations

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

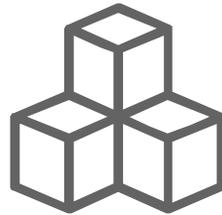


Care Teams Collaboration

Internal collaboration tool- MS Teams available for Care Teams/Specialists to provide 'Best in Class' Care



Complete Care Solution Features



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



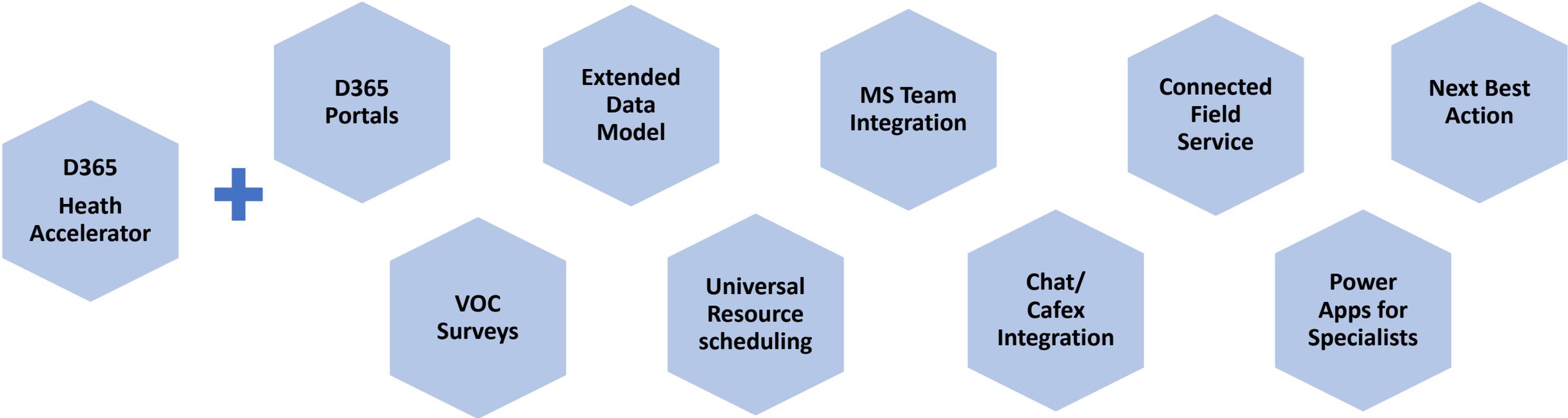
Patient Outreach

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



Engaging Patients -Patient 360



Demo



Patient 360 View

Dynamics 365 | **Dynamics Health 365** | **ROB STARK** | **SANDBOX** | Prasenjit Duari

Actions: New, Deactivate, Connect, Add to Marketing List, Assign, Email a Link, Delete, Create Invitation

Contact: Patient 360 | **ROB STARK** | Medical Record Number: MRN8330-3532

Navigation: Summary | Timeline | Care Team & Care Plans | Prescription | Vaccination | Medical Bill Information | Admissions | Details

PAITIENT INFORMATION

Contact Type

Patient

First Name: **ROB**

Last Name: **STARK**

Primary Practitioner: **WALKER OZOLS**

Medical Record Number: **MRN8330-3532**

PATIENT RELATIONSHIPS

Rr NATHANIEL LIETZKE
Family/carer referral to diabetes ...
4/24/2019 3:40 PM

RELATIONSHIP HEALTH

Relationship Assistant

There are currently no insights.

PATIENT DETAILS

Patient Medications

- Bd** Bain de Soleil
10/13/2018 3:24 PM
WALKER OZOLS
- Be** Betadine
3/18/2017 5:49 PM
NATHANIEL LIETZKE
- LH** Lidocaine Hydrochloride a...
3/18/2017 5:49 PM
CHELSIE PELOT

Navigation: Patients, Practitioners, Organizations, Devices, Locations, Healthcare Services, Admissions, Medical Bill, Marketing Lists, Campaigns, Clinical

Status: Active | Save

Patient Admission Process

Dynamics 365 | **Dynamics Health 365** | ADM-003-NO | **SANDBOX** | Prasenjit Duari

PATIENT ADMISSION
ADM-003-NO

Patient Admission Process
Completed in 15 hours

Registration | Insurance & Billing | Patient Discharge

General | Related

Admission Number
ADM-003-NO

Patient Name
ROB STARK

Patient Information
ROB STARK
WALKER OZOLS
MRN8330-3532

Completed

- ✓ Patient Name * **ROB STARK**
- ✓ Admission Type * **Emergency**
- ✓ Valid Identity **Passport**
- Referral Request ---
- Patient Bed ---
- ✓ Admission Date 5/31/2019
- Document Collection **Pendina**

Active | Save

Doctor's Appointment

Hourly view

Initial public view +

Hours | View | 5/29/2019 - 6/4/2019 | Book | Actions | Sort

Resource	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00
JIN GADSDEN 25:00 ⌚ 15%			Requirement - Medical Appointment Duration: 26 hrs							
MARIETTE FIRLIT 1:00 ⌚ 1%				Requirement - ... Duration: 1 hr ⌚						
MARLIN MERKWAN 2:30 ⌚ 1%			Requirement - Regular check up Duration: 2 hrs 30 min ⌚							
MERLYN MAGADD... 2:00 ⌚ 1%			Requirement - ... Duration: 1 hr ⌚			Requirement - R... Duration: 1 hr ⌚				
NATHANIEL LIETZKE 1:00 ⌚ 1%			Requirement - ... Duration: 1 hr ⌚							
SYDNEY GROBES 2:00 ⌚ 1%			Requirement - ... Duration: 1 hr ⌚							
WALKER OZOLS 4:30 ⌚ 3%			Requirement - ... Duration: 1 hr ⌚		Requirement - P... Duration: 1 hr ⌚	Requirement - E... Duration: 1 hr ⌚				

1 - 11 of 11

Booking Requirements

Patient Medical Bill

Dynamics 365 | **Dynamics Health 365** | **BILL-005-ACC** | **SANDBOX** | Prasenjit Duari

Medical Bill

HEALTH CARE BILLING
BILL-005-ACC

General | Related

Bill Number
BILL-005-ACC

Charge Type
InPatient

Patient *

ROB STARK

Practitioner *

WALKER OZOLS

MRN
MRAN-8763499

Doctor Charges

Timeline

Enter a note...

OLDER

Untracked Email from moneet.kaur@wipro.com - Thursday, May 30, 2019 12:01 PM

Accepted: Test-30 May

Not tracked. Only you can see this email.

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Active | Save

Patient Prescription

Dynamics 365 | Dynamics Health 365 | **SANDBOX** | Prasenjit Duari

+ New | Deactivate | Delete | Refresh | Assign | Share | Email a Link | Flow | Word Templates | Run Report

PRESCRIPTION
Doctor's Prescription

Vital Details | General | Related

Body Temperature	100 F
Blood Pressure	80/120
Body Weight	120 KG
Height	170 CM
Pulse Rate	74
Respiration Rate	60

Active | Save

