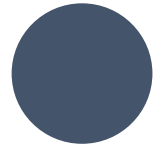
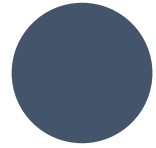




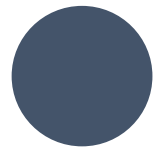
# Complete Healthcare for Dynamics 365 Customer Engagement



**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

3<sup>rd</sup> 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

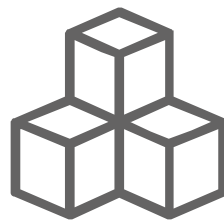


## Care Teams Collaboration

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



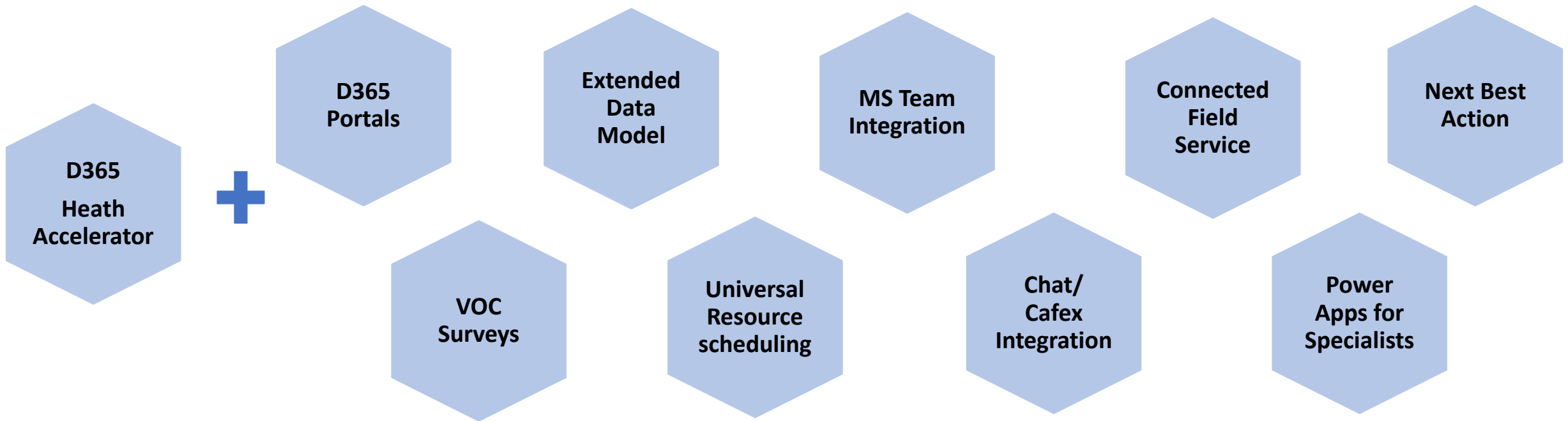
## Patient Outreach

Personalized care and offers based on Patient conditions, treatments received and care plan advised



# 'Complete Care' Solution Components

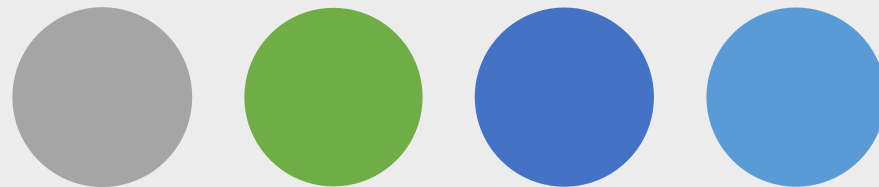
Patient 360 | Careplan Tracking | Scheduling Appointments | Self Service Portal | Health Surveys | 24\*7 Chat & Support | Collaboration with/in HCP | Education collaterals | Patient Outreach | Claims Management | Case Management



# Engaging Patients -Patient 360



# Demo





# Patient 360 View

Dynamics 365

Dynamics Health 365

ROB STARK

SANDBOX

Prasenjti Duari

Recent

Pinned

Administration

Patients

Practitioners

Organizations

Devices

Locations

Healthcare Services

Admissions

Medical Bill

Marketing Lists

Campaigns

Clinical

Dynamics Health ...

New

Deactivate

Connect

Add to Marketing List

Assign

Email a Link

Delete

Create Invitation

Contact: Patient 360

ROB STARK

Medical Record Number

MRN8330-3532

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

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

Active

Save

Sensitivity: Internal & Restricted

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confidential

9

# Patient Admission Process

Dynamics 365

Dynamics Health 365

ADM-003-NO

SANDBOX

Prasenjit Duari

Recent

Pinned

Administration

Patients

Practitioners

Organizations

Devices

Locations

Healthcare Services

Admissions

Medical Bill

Marketing Lists

Campaigns

Clinical

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

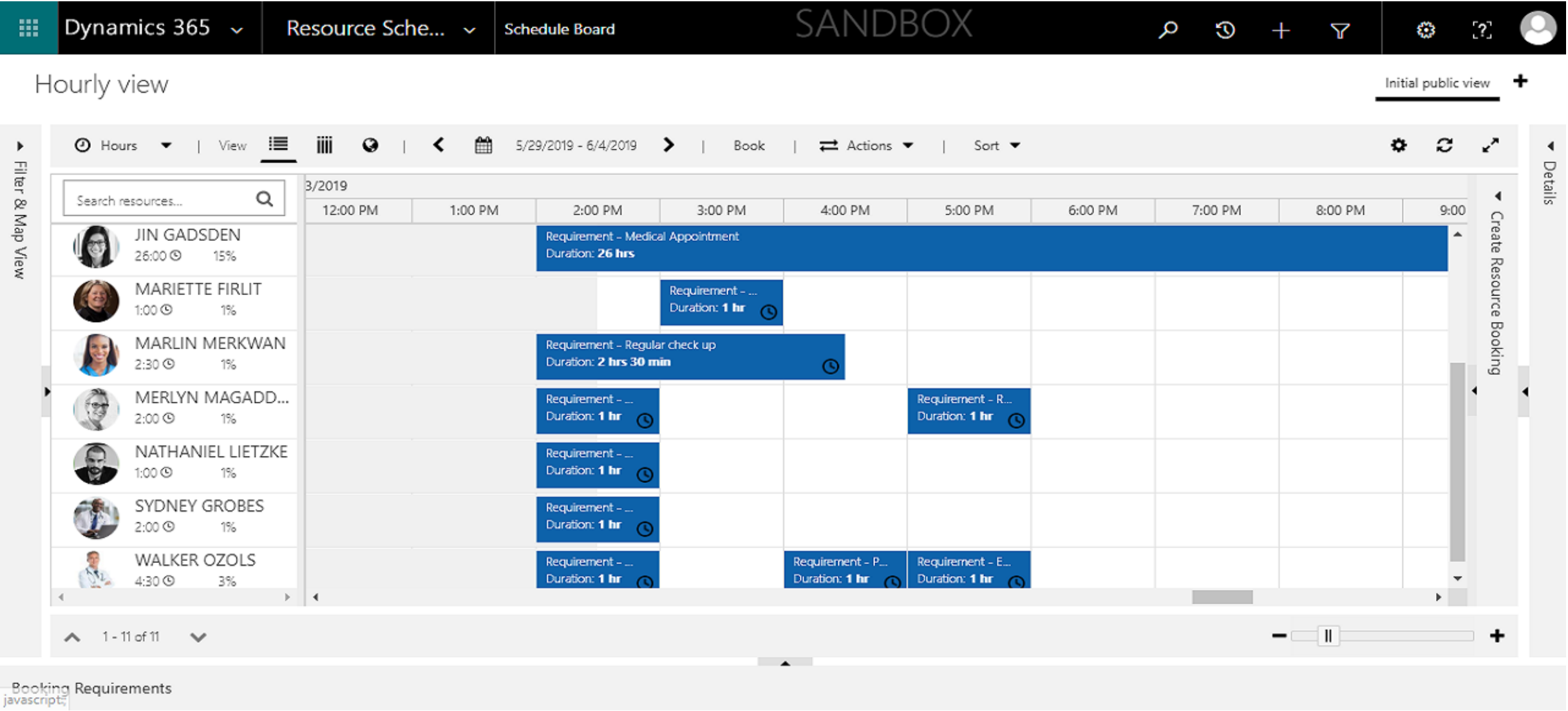
Document Collection

Pending

Active

Save

# Doctor's Appointment



# 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.

The information contained in this electronic message and any attachments to this message are intended for the exclusive use of the addressee(s) and may contain proprietary, confidential or privileged information. If you are not the intended recipient, you should not disseminate, distribute

Active | Save

# Patient Prescription

Dynamics 365

Dynamics Health 365

SANDBOX

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Campaigns

Clinical

Care Plans

Allergy Intolerances

Clinical Impressio...

Risk Assessments

Vaccinations

Prescriptions

Vitals

Diagnostics

Observations

Specimens

Encounters

Episodes of Care

DH

Dynamics Health ...

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

