

SALESFORCE HEALTH CLOUD

Patient relationships, not records.

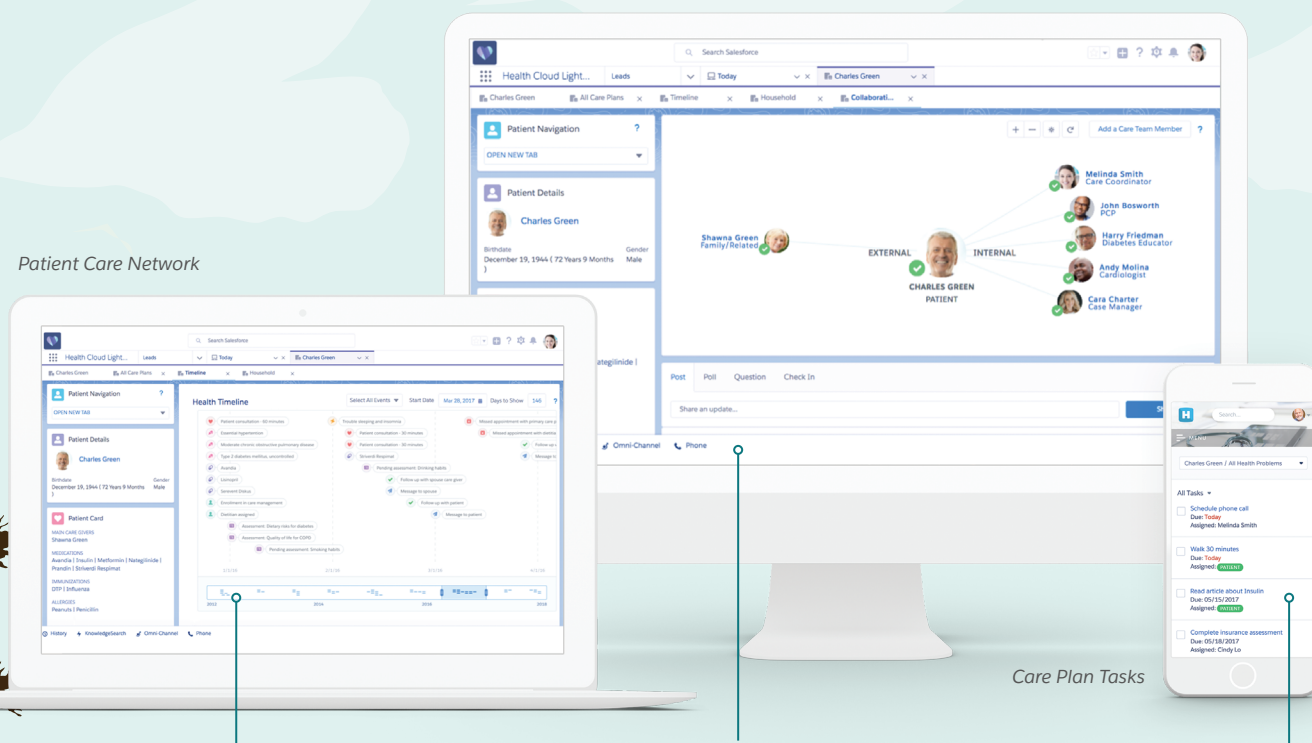
For over 19 years, healthcare and life science companies of all sizes and types – provider, payer, health system, pharmaceutical, and medical device companies – have relied on Salesforce to help drive productivity and increase revenue. Now, with Health Cloud, organizations can also take patient relationships to the next level.

Health Cloud not only unlocks data from legacy systems of record and EHRs, it gives healthcare professionals the tools they need to collaborate more efficiently, understand patients more deeply, and build 1-to-1 relationships across entire care journeys.

Here are just some of the ways Health Cloud can help build deeper patient relationships:

Health Cloud Today Page

Patient Care Network



Complete Patient View

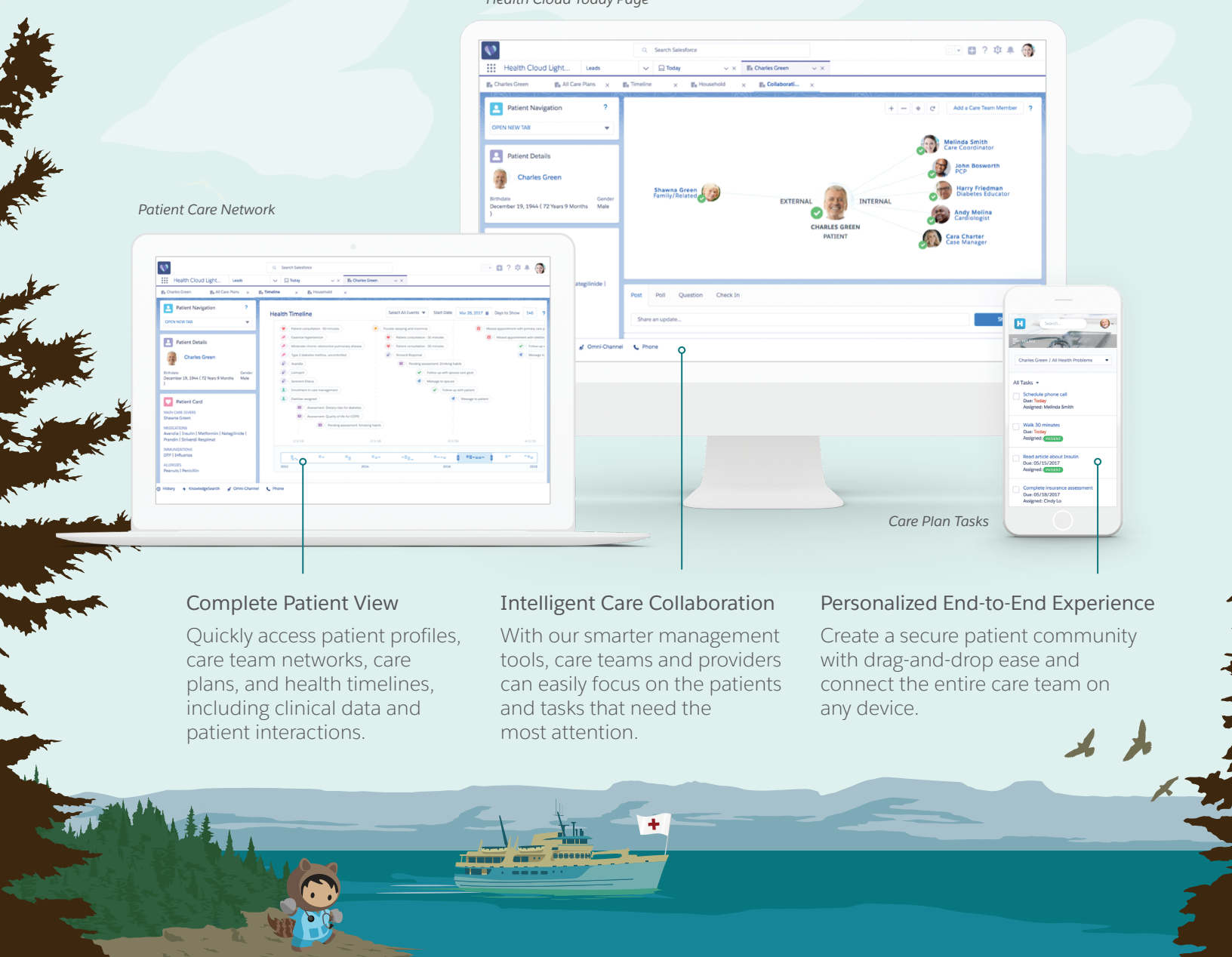
Quickly access patient profiles, care team networks, care plans, and health timelines, including clinical data and patient interactions.

Intelligent Care Collaboration

With our smarter management tools, care teams and providers can easily focus on the patients and tasks that need the most attention.

Personalized End-to-End Experience

Create a secure patient community with drag-and-drop ease and connect the entire care team on any device.



Salesforce Health Cloud Feature Set

Salesforce Shield**

In addition to Health Cloud, Salesforce Shield addresses today's complicated compliance and governance requirements by offering an extra layer of visibility and control that ensures sensitive PHI data is handled securely.

- Field Audit Trail
- Platform Encryption
- Event Monitoring

Salesforce Health Cloud

With Health Cloud, customers have a data model built around patients and designed specifically for a clinical setting using FHIR standards. This out-of-the-box functionality reduces customization as well as guesswork, and benefits from Salesforce's continuous innovation with three seamless upgrades each year.

Complete Patient View

- Health Timeline
- Patient Profile
- Care Team Network

Care Team Productivity

- Intelligent Task Management (Today Page)
- Care Team Collaboration
- Concurrent Care Plans
- Care Plan Customization & Management
- Advanced Patient Segmentation and Lists
- Risk Stratification (Einstein Analytics)
- Lead to Patient Conversion
- Health Cloud Empower: Mobile Components for Care Team and Patients
- Lightning Experience
- Householding Map
- Assessments (Survey Functionality)
- Field Service Lightning Integration

Clinical Data Management

- Individual Patient Model
- Clinical Data Model
- HL7 v2 ADT Adapter
- EHR integration*
- HL7 integration*

Salesforce Service Cloud

Deliver smarter service with a 360-degree view of every patient and member. Health Cloud leverages Service Cloud's powerful features to increase satisfaction and deliver personalization across every patient and member interaction.

- Service console
- Case management
- Case escalation rules & queues
- Case capture: web & email
- Case auto-assignment
- Case email-auto response
- Case milestone tracker
- Task & activity management
- Service contracts & entitlements
- Knowledge base
- CTI integration
- Omni-channel routing
- Omni-channel supervisor
- Order Management
- Asset Management
- Customizable reports & dashboards
- Chatter collaboration
- Salesforce mobile
- Custom profiles & page layouts
- Google apps integration
- AppExchange integration
- Lightning App Builder
- Unlimited customer applications

Visit www.salesforce.com/healthcloud to learn more

* Via partners

