**Aiprus** software

# SALESFORCE IMPLEMENTATION

Implementing Customer 360 for a healthcare provider to unify patient data across departments.

Improving healthcare outcomes by facilitating seamless data access and team collaboration.

## OBJECTIVES

To create a unified healthcare system that consolidates patient data, enhances personalized care, ensures regulatory compliance, and integrates diverse healthcare systems and EMR/EHR platforms for a comprehensive view.

- Data Fragmentation: Managing patient data spread across multiple systems and departments.
- Personalized Care: Meeting the need for personalized healthcare services using detailed patient profiles.
- Regulatory Compliance: Ensuring adherence to stringent healthcare regulations like HIPAA.
- System Integration: Unifying diverse healthcare systems and EMR/EHR platforms for a cohesive view.

## SOLUTION

- Unified patient data across all touchpoints and systems using Customer 360.
- Integrated Customer 360 with existing EMR and EHR systems.
- Leveraged advanced analytics to gain insights for personalized patient care and treatment.
- Established strong data security measures to safeguard patient information and ensure regulatory compliance.

## AT A GLANCE

### CHALLENGES

- Handling scattered patient data.
- Providing tailored healthcare services.
- Meeting HIPAA and other regulations.
- Merging diverse healthcare systems and EMR/EHR platforms.

### BENEFITS

- Personalized Care
- Operational Efficiency
- Patient Satisfaction
- Regulatory Compliance

## BENEFITS

### 1. Improved Service Efficiency

Enhanced delivery of tailored care and treatment plans using comprehensive patient profiles.

### 2. Enhanced Customer Experience

Streamlined operations and cut administrative overhead with unified data management.

### 3. Advanced Analytics

Boosted satisfaction through seamless interactions and personalized healthcare experiences.

### 4. Regulatory Compliance

Ensured compliance with healthcare regulations and implemented strong data security measures.

## PROJECT STATUS:

Completed

## END CUSTOMER TYPE:

In-Direct