

SALESFORCE HEALTH CLOUD

Patient relationships, not records.

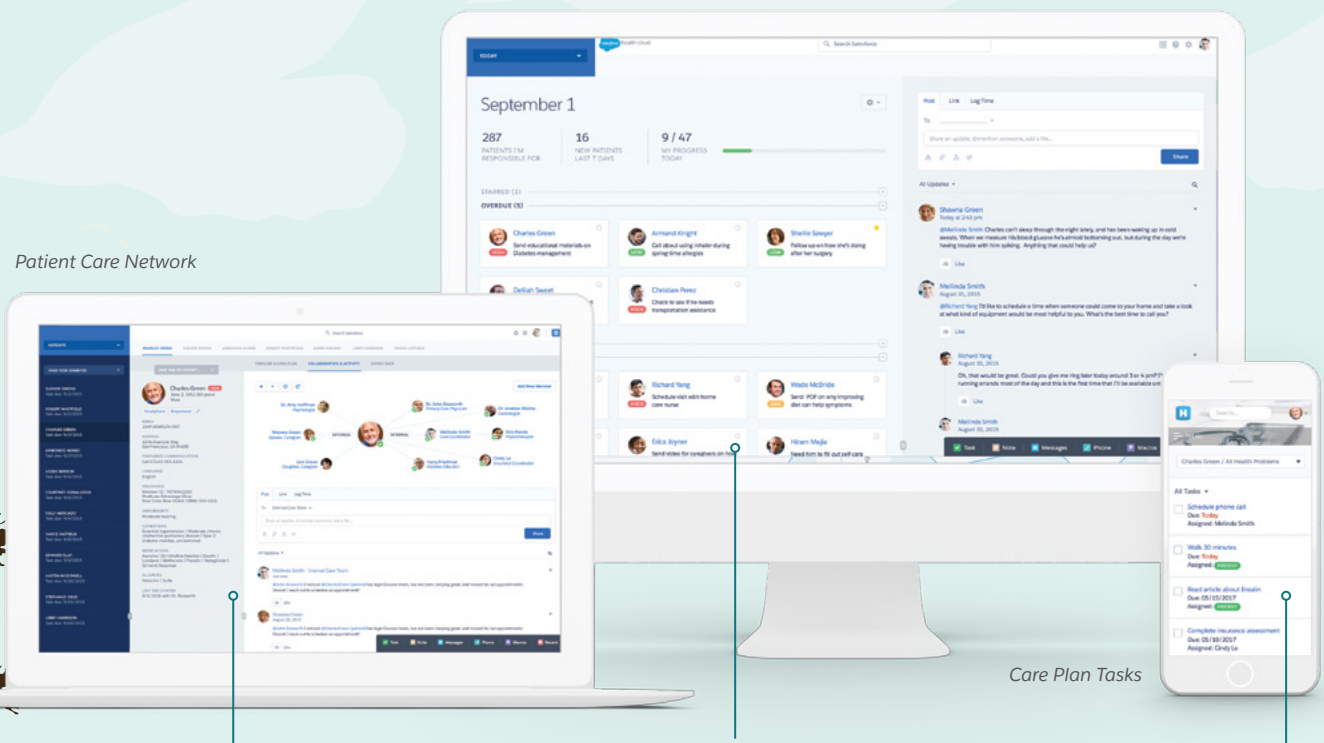
For over 18 years, healthcare and life science companies of all sizes and types – provider, payer, health system, pharmaceutical, and medical device companies – have relied on Salesforce to help drive productivity and increase revenue. Now, with Health Cloud, organizations can also take patient relationships 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

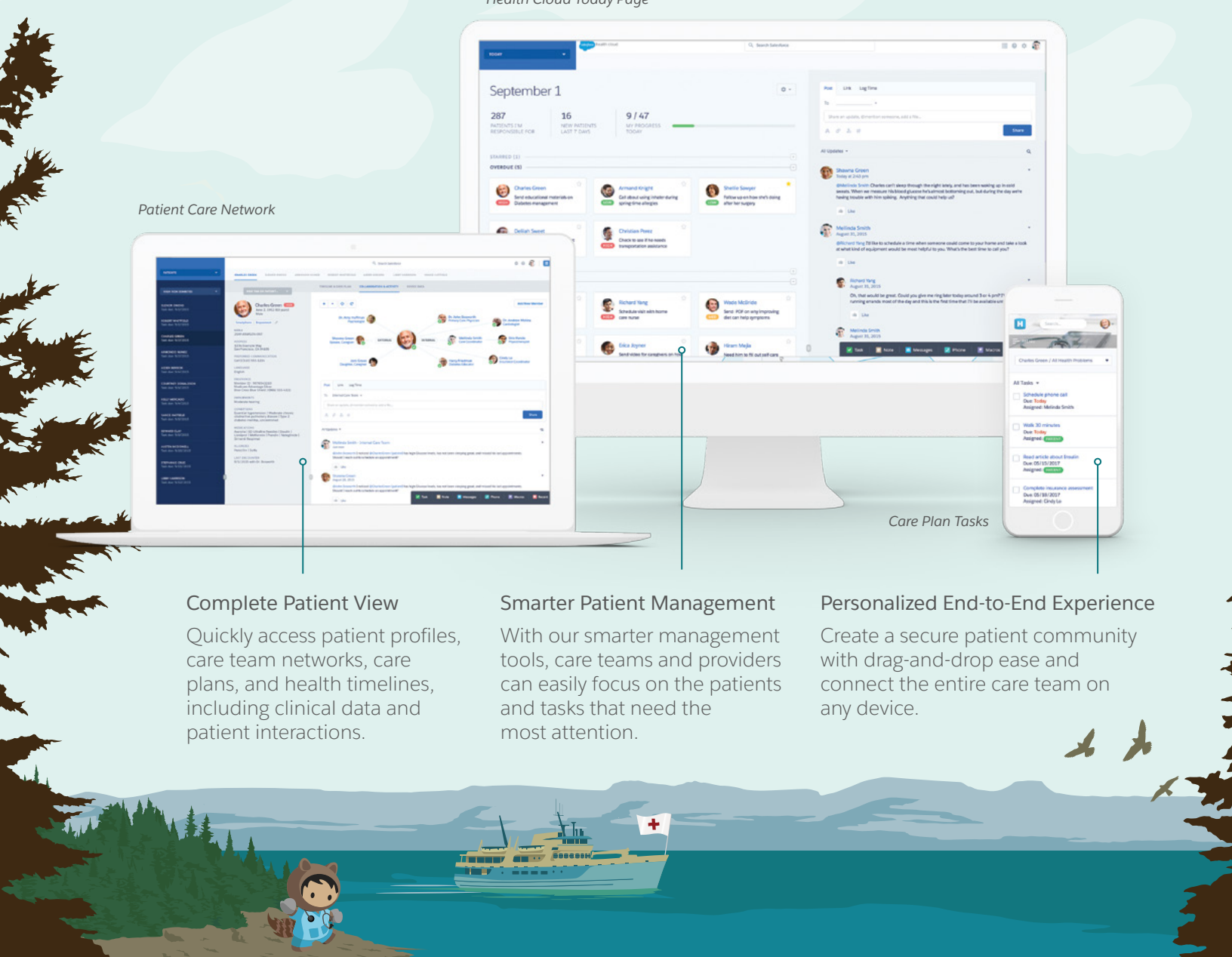
Quickly access patient profiles, care team networks, care plans, and health timelines, including clinical data and patient interactions.

Smarter Patient Management

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

- Patient health timeline
- Patient profile
- Patient care team network

Care Team Productivity

- Patient prioritization page (Today Page)
- Intra care team collaboration
- Configurable patient setup
- Care plan customization & management
- Population analytics
- Patient lists
- Patient segmentation filters
- Risk Stratification (Analytics for Health Cloud)
- Lead to Patient Conversion
- Concurrent care plans
- Health Cloud Empower: Mobile components for care plan management

Clinical Data Management

- Clinical data model
- EHR integration*
- HL7 compliant interface*
EHRData Objects (HL7 FHIR standards)
Individual patient model

Salesforce Service Cloud

Service Cloud is the world's #1 service and support application. Health Cloud leverages its powerful features to enable more personalized patient relationships.

- Knowledge base – read & write**
- Knowledge usage analytics
- Rich knowledge article templates*
- Customer Community**
- Omni-channel
- Mobile access
- Entitlements
- Service contracts
- Milestones/SLA
- Case auto-assignment
- Case email auto-response
- Case escalation rules & queues
- Case management & history tracking
- Chatter collaboration
- Role permissions
- Task & activity tracking
- Profiles & page layouts
- Record types
- Visual workflow
- Customizable dashboard & reports***
- Mobile customization & administration
- Force.com code (Apex) & pages (Visualforce)
- Integration via web services API
- Custom websites
- 24/7 toll-free support
- 100+ administration services
- Unlimited online training

* Via partners

** Available add-on

*** App on AppExchange

