Patient relationships, not records.

For over 17 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:

**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.

**Complete Patient View**
Quickly access patient profiles, care team networks, care plans, and health timelines, including clinical data and patient interactions.
TAKE A CLOSER LOOK AT THE FUTURE OF PATIENT RELATIONSHIPS

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.

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.

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.

Field Audit Trail
Platform Encryption
Event Monitoring

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 (Wave for Health Cloud)
- Lead to Patient Conversion

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

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