



Enhancing Healthcare Data Management with Salesforce

A Prescription System Transformation

OBJECTIVE

The project aims to replace the Excel-based prescription system with a Salesforce application, focusing on improving patient data management, medication safety, data analysis, patient registration, operational efficiency, and patient empowerment while ensuring regulatory compliance. The ultimate goal was an efficient healthcare data system for enhanced patient care and improved outcomes.

CHALLENGES

- **Data Mapping Complexity:** Migrating Excel logic to Salesforce was intricate and time-consuming, demanding precise data validation.
- **Customization Requirements:** Customizing Health Cloud for workflows, compliance, and increased complexity.
- **Data Security Concerns:** Securing sensitive patient data demanded vigilant planning and monitoring.
- **User Interface Usability:** Creating user-friendly healthcare interfaces posed navigation challenges.
- **Patient Engagement:** Promoting public registration among patients needed effective communication and education.
- **PDF Generation feature:** Enable PDF generation for ailment process prescription stages.
- **Future Ailment Addon or Changes:** Build a robust and scalable system for future ailments.

APPROACH

- The project began with a detailed assessment of the current ailment prescribing process, identifying organizational needs. Salesforce Health Cloud was chosen with pre-procured licenses. Stakeholder engagement gathered requirements, leading to meticulous system design covering data, interfaces, workflow, and security. Development and testing ensured a robust system. Staff adoption was facilitated through training, and patient engagement improved with a public-access form. Stringent compliance and security measures were enforced, establishing ongoing monitoring and enhancing patient care in pharmacies.

BUSINESS BENEFITS

- Our solutions boost healthcare providers, improving efficiency, prescription accuracy, patient safety, and trust. They provide strong data security, promote patient engagement and communication, scale for future growth, and adapt to evolving healthcare needs, all while enhancing outcomes and satisfaction.

BENEFITS FOR CLOUDQ

CloudQ's project involvement diversified its portfolio, emphasizing innovation and reliability. Success led to lasting partnerships, ensuring steady revenue and growth. This healthcare expansion mitigated risks and established CloudQ in the healthcare technology market.

INDUSTRY

Pharmaceutical and healthcare technology industry.

CUSTOMER PROFILE

Healthcare company that's been in business for 13 years

TECHNOLOGY AND TOOLS

- Salesforce Health Cloud
- Salesforce Community Cloud
- Integrated Development Environments (IDEs) like Visual Studio for Development and Programming

ABOUT CLOUDQ

CloudQ is one of the INC 5000 fastest-growing private companies based in Alpharetta, GA. We specialize in cloud-based technology implementation such as Salesforce. Our clients attribute us to our transparent, highly efficient and customer-centric business model. We are the Silver consulting partner for Cloud-based Technology in Salesforce.

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