



Enhancing patient experience with Salesforce Health Cloud

Healthcare is undergoing a huge transformation due to rising patient needs, increased government scrutiny, and technologies that are disrupting treatment protocols. Payment reforms and regulations are also shifting the focus from the volume of care to value-based care. The race to deliver value drives a progressively interconnected health system with the proliferation of non-traditional care teams and deepens partnerships.

Virtusa leverages proprietary tools and accelerators and deep industry domain expertise to accelerate the implementation of Salesforce Health Cloud. As a premium Salesforce partner, we have extensive experience with industry-leading integration platforms and help seamlessly integrate communities, health cloud, and data privacy to optimize the patient experience. Our clients have achieved the following outcomes:

75%

improvement in call-handle time

50%

improvement in the prior authorization throughput

50%

faster provider onboarding

Why clients are choosing Virtusa?

Virtusa is a leader in Healthcare digital transformation

Virtusa is a proven leader in delivering complex and innovative solutions on the Health Cloud platform



Health Cloud



Health plans



Medical devices and diagnostics

15+

Enterprise grade projects delivered

Partner advisory board

Healthcare US member

Dreamforce

Only Med Tech Customer Speaking Session DF 22'

Preferred partner

Recommended HLS partner by Salesforce

Capabilities

Virtusa helps adopt key Salesforce capabilities to help clients deliver better patient care and achieve profitable business outcomes.

- Coordinate post-acute care – Care management and coordination, medical referral management, clinical workflow and documentation, analytics, reporting, and single view dashboards.
- Personalized contact center experiences – Appeals and grievance management, call and inquiry management, patient scheduling, eligibility verifications, and pre-visit activity management.
- Provider network management – Onboarding and credentialing providers faster to address gaps in the network and deliver cost-effective care for members.

The solution is designed to harness the security of the cloud and digital technologies to deliver a real-time view of each patient's care plan and health data. In addition to a comprehensive understanding of Health Cloud and the healthcare domain, we also have three rapid Health Cloud migration assessment offerings available to suit your individual needs:



Rapid assessment

TARGET:

Generally, for simple organizations with less than 100 users, clear focus and limited depth required



Standard assessment

TARGET:

Medium complexity organizations with 100-300 users and more than one healthcare app use case



Advanced assessment

TARGET:

Very complex organizations and use cases with 300+ users and multiple healthcare apps

Success stories

Virtusa completed a Health Cloud + Data Cloud implementation for an American non-profit hospital system to deliver personalized patient marketing and engagement, improving marketing ROI by over 25%

Virtusa leveraged the Health Cloud UM module to streamline patient experience and prior authorizations for a leading spinal med tech organization, resulting in increased patient satisfaction and approvals

About Virtusa

Virtusa Corporation is a global provider of digital engineering and technology services and solutions for Forbes Global 2000 companies in the financial services, healthcare, communications, media, entertainment, travel, manufacturing, and technology industries worldwide. At Virtusa, digital engineering is at the heart of everything we do. We are 35,000 builders, makers, and doers that partner with customers to reimagine enterprises and creatively build solutions to the most pressing business challenges that move them to the forefront of their industries.

Virtusa's unique "Engineering First" approach means never presenting an idea we can't execute. With deep industry expertise and empowered agile teams made up of world-class talent, we think about execution early in the process, because the earlier you think about execution the earlier an idea can have an impact. Solving from the inside out enables businesses to respond swiftly to changing needs with improved quality, lower costs, and lasting results.

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