

# Deliver personalized patient experiences while driving the best outcomes.

Built on the world's #1 CRM, Health Cloud is the trusted, connected platform that powers the business of health. By bringing together clinical and nonclinical data into a single source of truth, Health Cloud helps provider organizations gain a 360-degree view of each stakeholder to deliver patient-first experiences, improve operational efficiencies, and influence the right outcomes on a HIPAA-compliant workspace.

## Reimagine Patient Engagement on the Trusted Platform

### Deliver Personalized Patient Experiences

Transform patient access and self-service interactions with a single source of truth to reach quicker resolutions and build trust.

### Coordinate Care from Anywhere

Drive value-based care and improve access with digital, omni-channel applications and unified health data on a secure, connected platform.

### Streamline Collaboration and Automate Operations

Optimize team efficiency and agility with configurable industry workflows and digital collaboration tools.

### Get Actionable, Data-Driven Health Insights

Unify critical health data across disparate systems with healthcare data models and personalized assessments to then take action with AI-driven recommendations.

Learn how you can lower costs by 29% at [sfdc.co/providers](https://sfdc.co/providers).

“Health Cloud helps us increase patient trust and operate more efficiently, while delivering a consistent experience at every interaction.”

**Katie Logan**

Chief Consumer & Strategic Planning Officer,  
Piedmont Healthcare



## Provider Innovation for Health Cloud

# Take a closer look at the Health Cloud benefits for Providers.

### Clinical and Insurance Data Models

Leverage out-of-the-box, customizable, and extensible data models for your provider organization built directly on the Salesforce Platform.

### Care Plans

Deliver personalized care at scale by managing across multiple care plans, including custom goals, problems, and tasks.

### Medication Management\*

Automate drug interaction checks, document recommendations, and reconcile medication lists during transitions in care.

### Provider Relationship Management

Strengthen provider relationships with a complete view of your physician network from one place.

### FHIR R4 Support

Extend the value of your electronic health record and external systems with the FHIR R4 aligned data model.

### CRM Analytics for Health Cloud\*

Gain actionable, AI-powered insights for patient segmentation and best practices, embedded where you work.

### Experience Cloud for Health Cloud\*

Create engaging, personalized, and secure self-service experiences for patients.

### Unified Health Scoring\*

Gain a greater understanding of a patient's health with actionable health scores that encompass holistic factors in one profile.

### Referral Management

Streamline patient referrals with tools to enhance management and collaboration throughout the entire referral process.

### Intelligent Document Automation

Manage all patient forms, from intake through processing, from one productive workspace.

### Intelligent Appointment Management

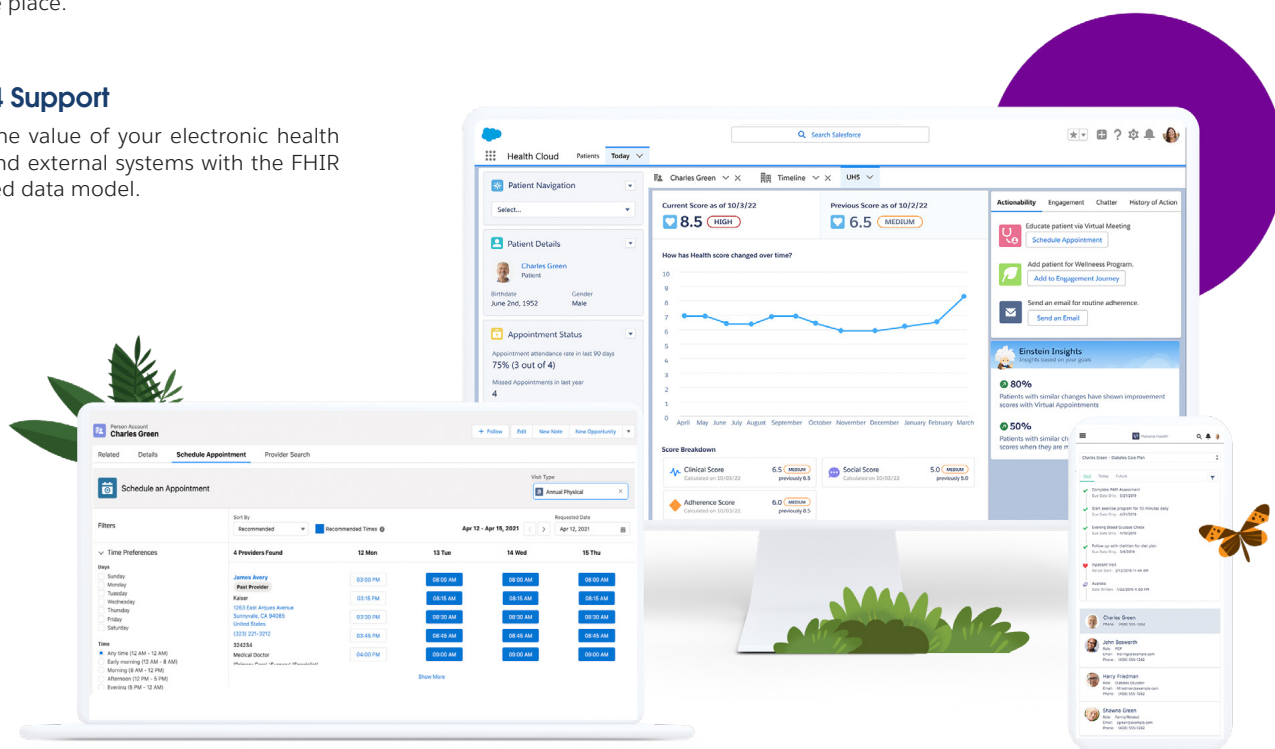
Maximize scheduling efficiency and empower patients to self-schedule with centralized appointment booking.

### Remote Monitoring Exception Management

Visualize and act on health device data with automated notifications to proactively improve outcomes.

### Virtual Care\*

Book remote visits and scale digital health engagement to address care disparities, from anywhere.



\* Requires additional license.  
Health Cloud includes additional features with 3x/year releases.