Provider Innovation for Agentforce Health

Put patient relationships first on the #1 AI CRM for providers.

Unified Clinical Data Models

Increase operational efficiency by unifying all your service channels and existing systems on a single platform with built-in security. Accelerate deployment and reduce customization.

Interoperability

Extend the value of your internal and external health systems with a comprehensive set of HL7 FHIR-aligned APIs, and extensive MuleSoft Direct integrations with data sources like EHR, CMS, and more.

Data Cloud for Health

Ingest structured and unstructured data (PDFs, images) from EHRs and claims systems using "Zero Copy" integration–unlocking data without moving it.

Trust & Compliance

Deploy AI with confidence using the Salesforce Trust Layer. Built-in guardrails mask sensitive PII/PHI, ensuring data privacy and HIPAA adherence while utilizing Generative AI.

Health Intelligence (Powered by Tableau)

Move beyond static reporting to predictive insights. Embed analytics directly into provider workflows to visualize referral patterns, track care gap closure rates, and monitor patient risk scores.

Pre-built Agentforce skills for providers

Patient Services: Patient Data EHR Retrieval; Patient Data Registration; Eligibility & Benefits Verification; Provider Match; Update Patient Demographics; Send Medication Refill Request; Create & Update Caregiver in EHR.

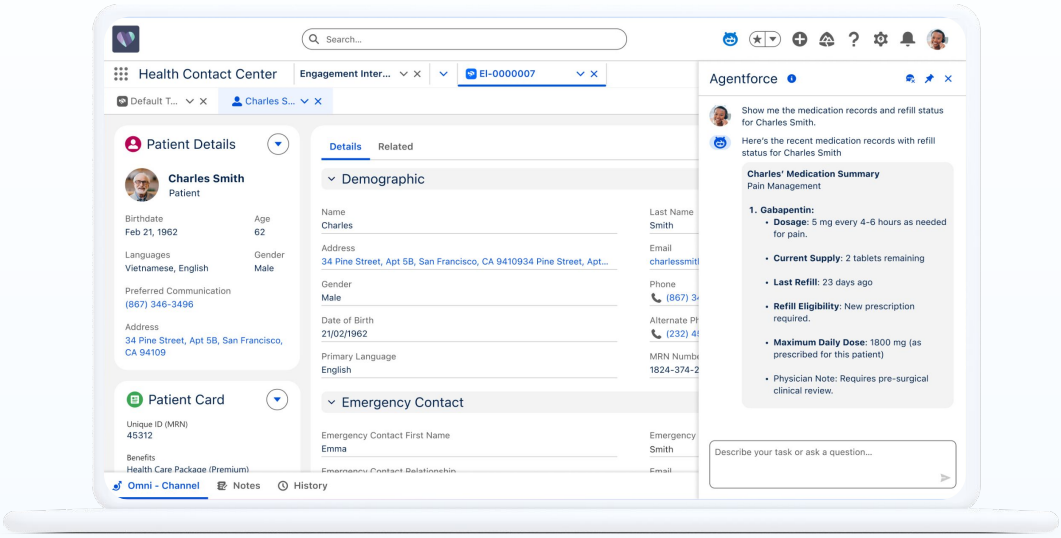
Home Health: Patient Summary & Recommendations; Quote, Benefit, & Budget Creation.

General: Medical History of a patient; Provider Summary; Medication and Pre-Call Summary.

"The gap between consumer-grade service and healthcare is staggering and unacceptable. You can order a burger in seconds, but to schedule care, you're on hold or waiting for a call back."

Andrew Chang
Chief Marketing Officer, UChicago Medicine

Contact us to learn more about Agentforce Health for Providers
salesforce.com/healthcare/cloud/



Intelligent Appointment Management

Maximize efficiency with intelligent resource matching and empower patients to self-schedule with an AI agent.

Referral Management

Streamline intake and reduce leakage with autonomous agents that find the right specialist instantly.

Document AI

Eliminate manual entry by using AI to extract and digitize clinical data from forms.

HIPAA Compliant Voice Agents*

Scale operations by automating scheduling, assessments, benefits, and care outreach with inbound and outbound* voice agents.

Agent powered Contact Center for Health

Empower agents to verify eligibility, fetch EHR data, and summarize calls in real-time.

Behavioral Health & Crisis Management

Leverage pre-configured app to improve outcomes and reduce burden on mental health specialists.

Virtual Care* and Appointment Management

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

Home Health*

Reduce the burden on care coordinators and schedulers with an AI agent that suggests relevant home care services, builds quotes based on coverage details, and obtains patient approvals for recommended services and pricing - online and offline.

Care Plans

Orchestrate personalized care with automated journeys and tasks triggered by real-time clinical data and AI-suggested responses for patient assessments.

Medication Review & Management

Manage patient medication lists and document recommendations to streamline transitions in care.

Experience Cloud for Health Cloud*

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

Provider Relationship & Network* Management

Make finding, managing, and supporting provider partners easier. Streamline recruiting, credentialing, contracting, and self-service.

Remote Monitoring Exception Management

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

*Requires additional license or integrations

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