InfoBeans
CREATING WOW!

True Story: Salesforce-based messaging platform for a leading healthcare institution

Salesforce-based messaging platform for a leading healthcare institution

THE CLIENT

Our client is a prestigious research university based in San Francisco, California. Renowned for its contributions to medical and biological sciences, the university stands as a leading institution in biomedical research and education. Consistently ranked among the top universities in its field, it serves as a hub for groundbreaking discoveries, innovative healthcare solutions, and world-class academic training.

THE NEED

Streamline communication among healthcare providers by addressing dispersed patient details across the medical centers.

The goal was to replace legacy methods like pages, texts, and phone calls about patients' health and other details with a cohesive solution for physicians, nurses, and clinical care providers.

SOLUTION

Built a Salesforce CRM-based application integrated with an external messaging system to be used as the robust communication mechanism.

Social wall of communication to enable the entire care team to communicate effortlessly.

Complete patient-related information is available at one centralized location, from health status to details of involved caregivers.

COMPONENTS

Custom-built single-page application to display patient care team messaging communication with advanced search feature.

Mulesoft-Anypoint platform integration with Epic, Salesforce, and mobile app services into one seamless solution.

Custom-built module consuming AMCOM API to support pager message forwarding.

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OUTCOMES

Improved communication with 3,000+ messages per month among the client's staff.

Real-time monitoring of activities (orders, prescriptions, tests) for various healthcare providers.

Integration with the hospital paging system ensures physicians receive alerts via both application and page.

Searchable messages by sender, recipient, or patient, creating a comprehensive patient care record.

TECHNOLOGY

Apex, Visualforce, JavaScript, jQuery, Salesforce1 App, RESTful API, Mulesoft Enterprise Service Bus integration

BENEFITS

MuleSoft integration connected Epic EMR, Salesforce, mobile, and communication platforms for a unified patient view.

Salesforce ensures HIPAA compliance, enhancing patient data management.

Innovative patient care team collaboration improved outcomes and reduced operational costs.
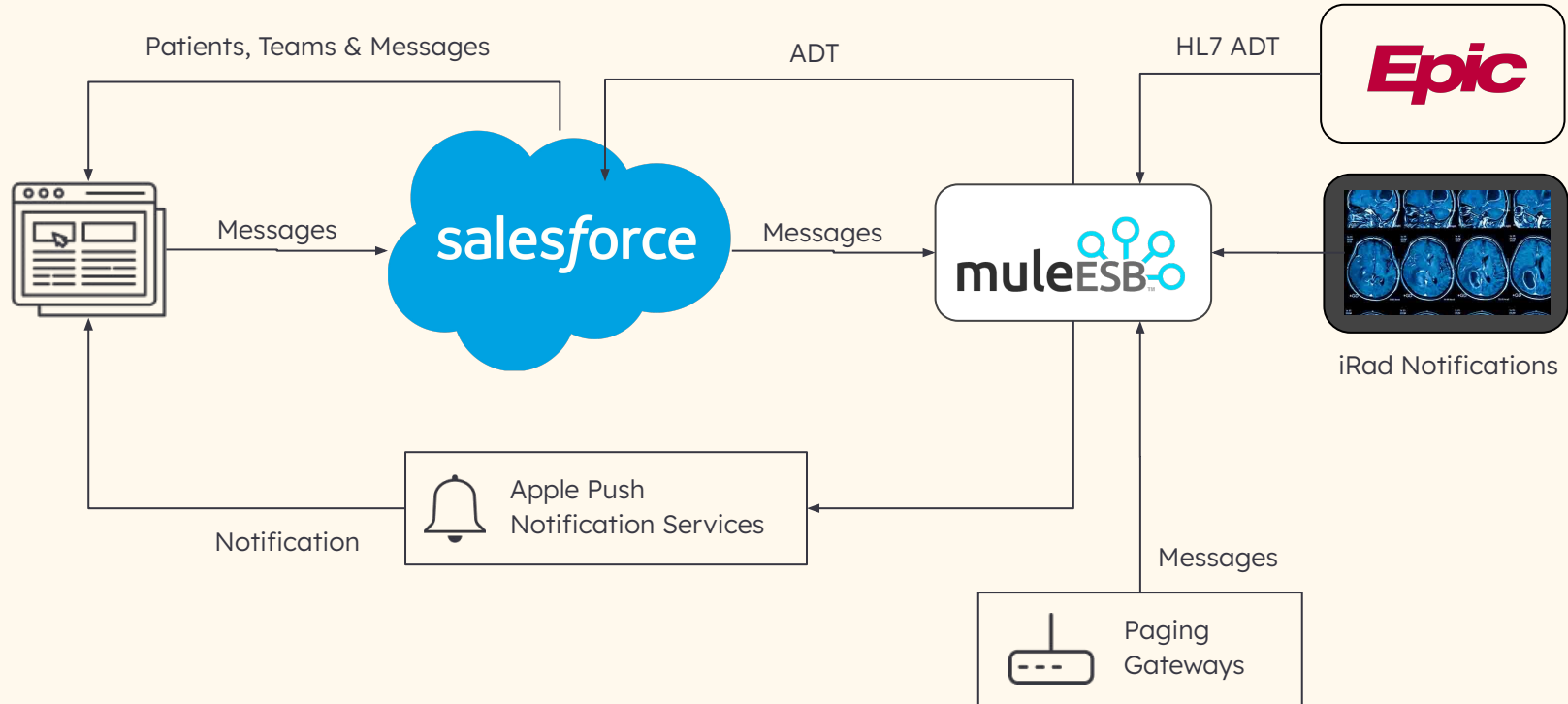
Operational efficiency increased, and costs were reduced by eliminating the legacy pagination solution.

Duration - 6 months

Team Size- 2

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Patients, Teams & Messages

ADT

HL7 ADT

Epic

Messages

salesforce

Messages

muleESB

iRad Notifications

Apple Push Notification Services

Notification

Messages

Paging Gateways

Let's begin the WOW! journey

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