Healthcare and Life Sciences Service Management

The pace of change in healthcare and life sciences is relentless—and it will only continue to accelerate. With the growing cost and complexity of caring for patients, leaders are forced to reevaluate priorities and optimize operations in order to adapt to the evolving landscape. It is imperative to get the most out of current investments and build an agile infrastructure for future innovation—to ultimately improve experiences and outcomes for all.

Behind every great experience is a great workflow. But healthcare and life sciences organizations are rife with unstructured, manual processes and built on disconnected siloes and systems. They hurt experiences and outcomes—and they don't scale.

A digital health platform for innovation and operational excellence

Healthcare and Life Sciences Service Management is a digital health platform that enables healthcare providers, payers, and life science companies to meet the challenges of global disruption in healthcare.

Start by quickly improving experiences and finding efficiencies in today's core processes by adding configurable, pre-built workflows on top of existing systems. Then, build the apps and digital workflows you need to support future business and care models—with little coding required. And unite it all on one agile, interoperable platform with a single HL7 FHIR-based data model. The Now Platform® is also HITRUST Certified, SOC 2 Compliant and FedRamp Authorized.

Includes Expanded Vaccine Administration Management
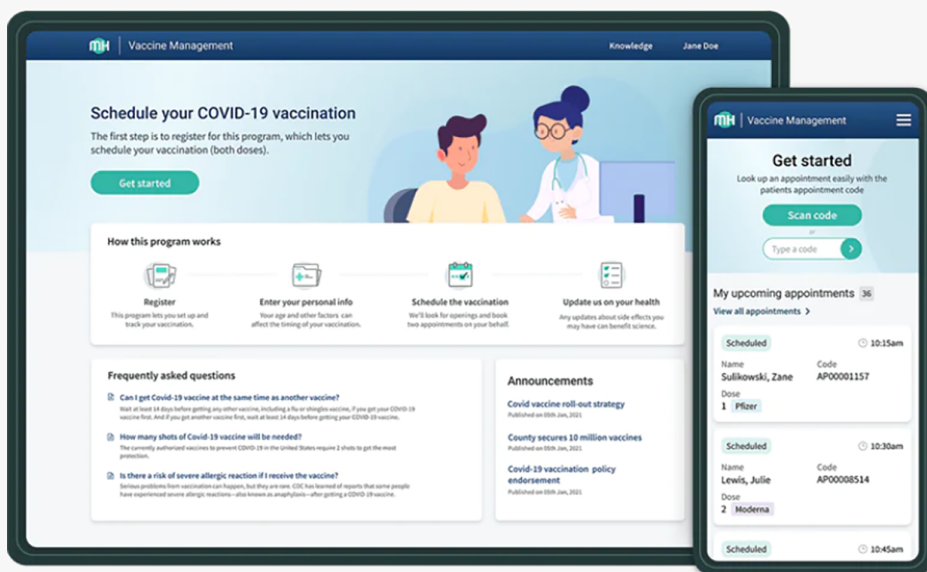
Vaccine Administration Management allows you to orchestrate all aspects of vaccine management for COVID-19 vaccines, COVID-19 vaccine boosters, seasonal influenza and adaptable to other immunizations.

Build for the future of care

Create consumer-grade experiences

Patients access care or make requests from anywhere. Leading to greater patient satisfaction and improved clinical outcomes.

Unlock productivity

Liberate practitioners from repetitive tasks and equip them with tools, insights, and 360-degree patient visibility.

Streamline operations

Digitize processes to become more proactive, predictive, and resilient—all while maintaining security and compliance.

Key capabilities

- Vaccine Administration Management
- Pre-Visit Management
- Patient Support Services
- Patient 360
- HL7 FHIR data standard

Learn more

Read this eBook to learn more about Healthcare and Life Sciences Service Management

Healthcare and Life Sciences capabilities

Vaccine Administration Management

Manage Covid-19 and seasonal influenza immunizations at scale. Encourage prompt vaccinations and enhance population health with a streamlined, patient-friendly approach to vaccine administration.

Pre-Visit Management
Streamline patient procedure authorization and scheduling with playbooks and digital consent and documentation.

Patient Support Services
Remove the friction from patient onboarding into support services— to get patients started on therapy fast and promotes adherence for better outcomes.

Data Model
Leverage a data model based upon HL7 FHIR to support provider, payer, and life sciences organizations.

Patient 360
Pull data from multiple external systems of record to provide a single, comprehensive view of patient information.

Consent Management
Complete consent online, including HIPAA authorization, procedure-specific consent, program enrollment, and more.

Digital Documentation
Create, route, sign, and store documents digitally.

Omni-Channel
Support customers across web, phone, chat, email, in-person, and social media.

Self-Service
Drive patient or consumer self-service from a portal with knowledge, service catalogs, communities, and chatbots.

Virtual Agent
Improve the self-service experience with conversational guidance using a chatbot.

Knowledge Management
Provide instant access to relevant knowledge for patients, consumers and agents.

Communities
Connect patients, consumers, and employees with their peers to find answers and solve problems.

Agent Workspace
Enhance agent productivity with customized playbooks for healthcare and life sciences.

Playbooks for Customer Service
Manage case flows across teams by digitizing and automating service processes.
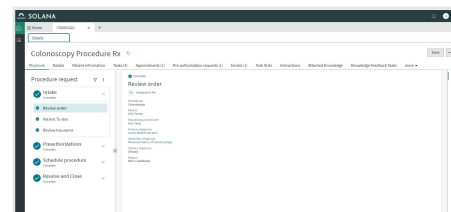
Guided Decisions
Dynamically guide agents to resolve cases with contextual next best action recommendations.

Predictive Intelligence
Use machine learning to route issues, recommend solutions, and identify self-service and case trends.

Performance Analytics
Unlock insights to anticipate trends, prioritize resources, and drive service improvements.

Pre-Visit Management*: A best practice workflow that replaces paper-based processes allowing you to streamline preauthorization and preapproval prior to patient visits.*
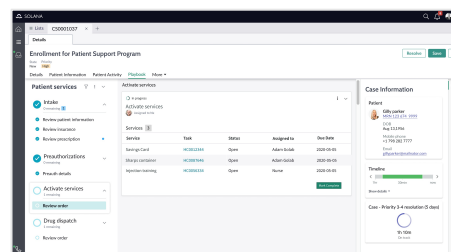
Patient Support Services*: A workflow to overcome the hurdles faced by patients starting therapy in life sciences organizations.*
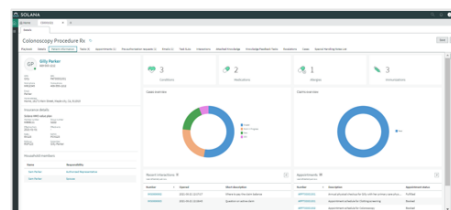
Patient 360*: A complete view of patient information so care can be provided with transparency, quality and speed.*

[Learn more](#) about Healthcare and Life Sciences Service Management.

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