



CARE 24/7

Fostering collaboration and communication in healthcare

Working in partnership to deliver the best outcomes

Clinicians enter medicine to care for patients. Yet much of the everyday, antiquated tools and systems they use make this goal difficult and can contribute to widespread burnout and career dissatisfaction.

Care24/7 allows healthcare organizations to empower clinicians with the tools they need and provide patients with the best care possible. By applying new technology—modern devices, modern apps—we believe we can foster a new culture of care within healthcare provider organizations.

Healthcare organizations spend considerable money to run their businesses and drive administrative processes; often with no efficient way to collaborate or integrate into their Electronic Health Records (EHR) for maximum results in patient care.

Introducing Care24/7

Care24/7 frees clinicians to deliver the best in patient care. This set of digital services and solutions is delivered through Microsoft Teams, and becomes the basis for managing communication between caregivers and with patients. It significantly reduces the time spent on administrative tasks for improved service levels and outcomes, as well as cost savings.

Giving time back to focus on what

really matters

Without digital tools for collaboration and communication, healthcare providers and payers are at the mercy of inefficient workflows, losing time that could be better spent on care services. By using a single, secure, compliant **Microsoft Cloud for Healthcare**, patients, healthcare providers and payers benefit from:

- Streamlined communication and increased collaboration
- Ease of information discovery and sharing

- Reduction in time-consuming administration
- Stronger privacy, security, and compliance

The result? Time recovered, enabling more efficient delivery of exceptional services and proactive care to patients and members.

Fixing the communication gap

Care24/7 supports the broad landscape of healthcare scenarios.

Care Coordination

- Virtual Patient Visits that take telehealth to an entirely new level
- Acute Care Shift Changes (IDT and MDT meetings)
- Discharge Planning
- Medication Management
- Transitions in Care (Hospital to Home, Home Health, Long-Term Care, Hospice)
- Referrals – Primary Care to Specialists, et al
- Virtual Tumor Boards
- Coordination between healthcare providers and payers

Process Improvement

- Virtual Huddle Methodology
- Support for other process improvement initiatives

Human Resources

- Recruitment and Interview Alignment
- Employee Onboarding
- Employee Engagement & Retention
- Learning Management

Finance

- Data Consolidation & Analysis
- Budgeting Documentation and Files
- Economic Trends and News

Supply Chain

- Equipment and Supplies Management
- Vendor Management

Providing effective collaboration and communications tools

Care24/7

This single secure, compliant Microsoft cloud-based platform streamlines care coordination, making it easier for collaboration to take place within and across departments, payers, providers, care teams and other stakeholders. Organization-wide, people can share and manage information, such as personalized care plans, and solve problems collectively. When care teams spend less time on administrative tasks, they can spend more quality time with patients.

Team-based, data-driven care

Built on Microsoft Teams, this care coordination solution does more than present patient information in one place. It also offers insights into patient's care needs, enabling the patient to receive the right care at the right time, from people with the right skills.

Fewer delays in the patient journey

Delays between clinician-to-clinician and clinician-to-patient interactions can result in negative clinical outcomes and higher costs. Our solutions help care teams connect and share information quickly, so patients can get the care they need when they need it.

Patient-centered care coordination

As the incidence of chronic disease rises, successful treatments must incorporate individuals' personal background, preferences, and motivators into a long-term, customized care plan. The Microsoft platform enables solutions that help clinical care teams, patients, their families, and personal care aides collaborate to reconcile treatment options and encourage behaviors that lead to healthier outcomes.

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 39,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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