

Introducing...Care 24/7

A Virtual-Digital Health Platform & Suite of Capabilities
powered by Microsoft & Avanade/Accenture Microsoft
Business Group (AMBG)

Avanade takes Microsoft's Cloud for Healthcare & Microsoft's Cloud Platform....



Enhance patient engagement



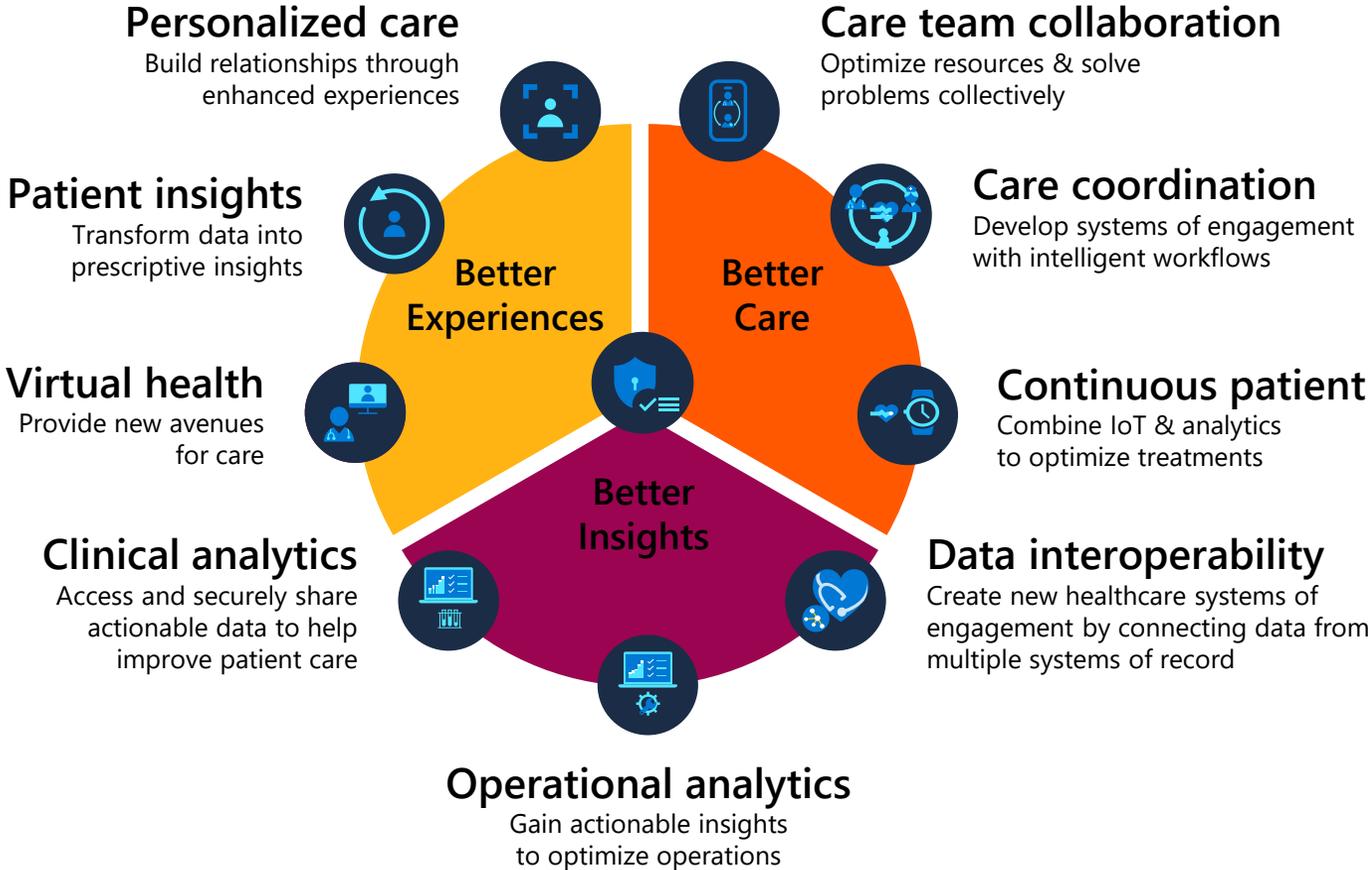
Empower health team collaboration



Improve clinical and operational insights



Protect health information

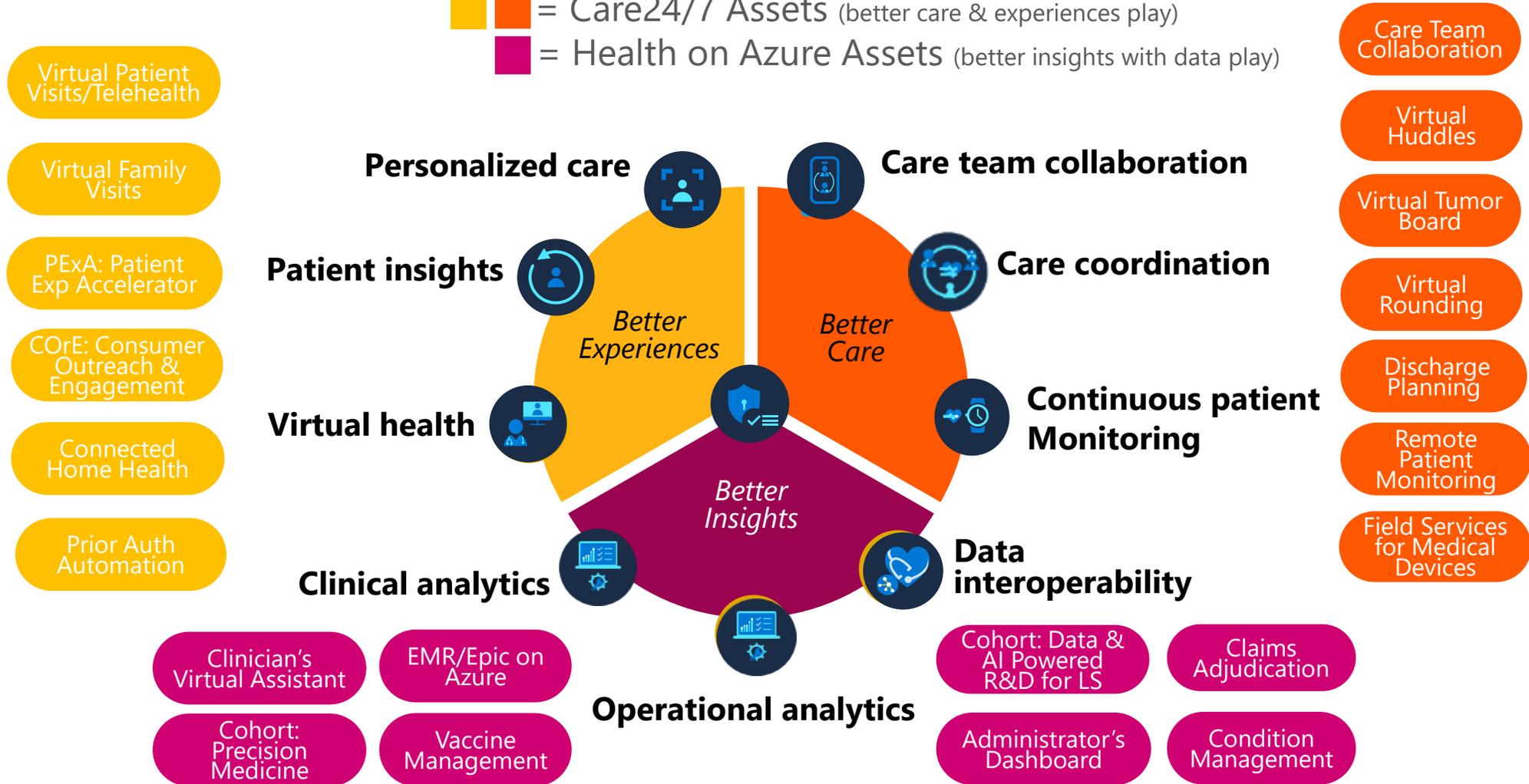


...And we bring it to life for clients!

With AMBG/Avanade's Health Plays: 'Care24/7' & 'Health on Azure'

Note: Solutions can be built on Microsoft Cloud for Healthcare or standard Microsoft cloud platforms (M365/Azure/Dynamics)

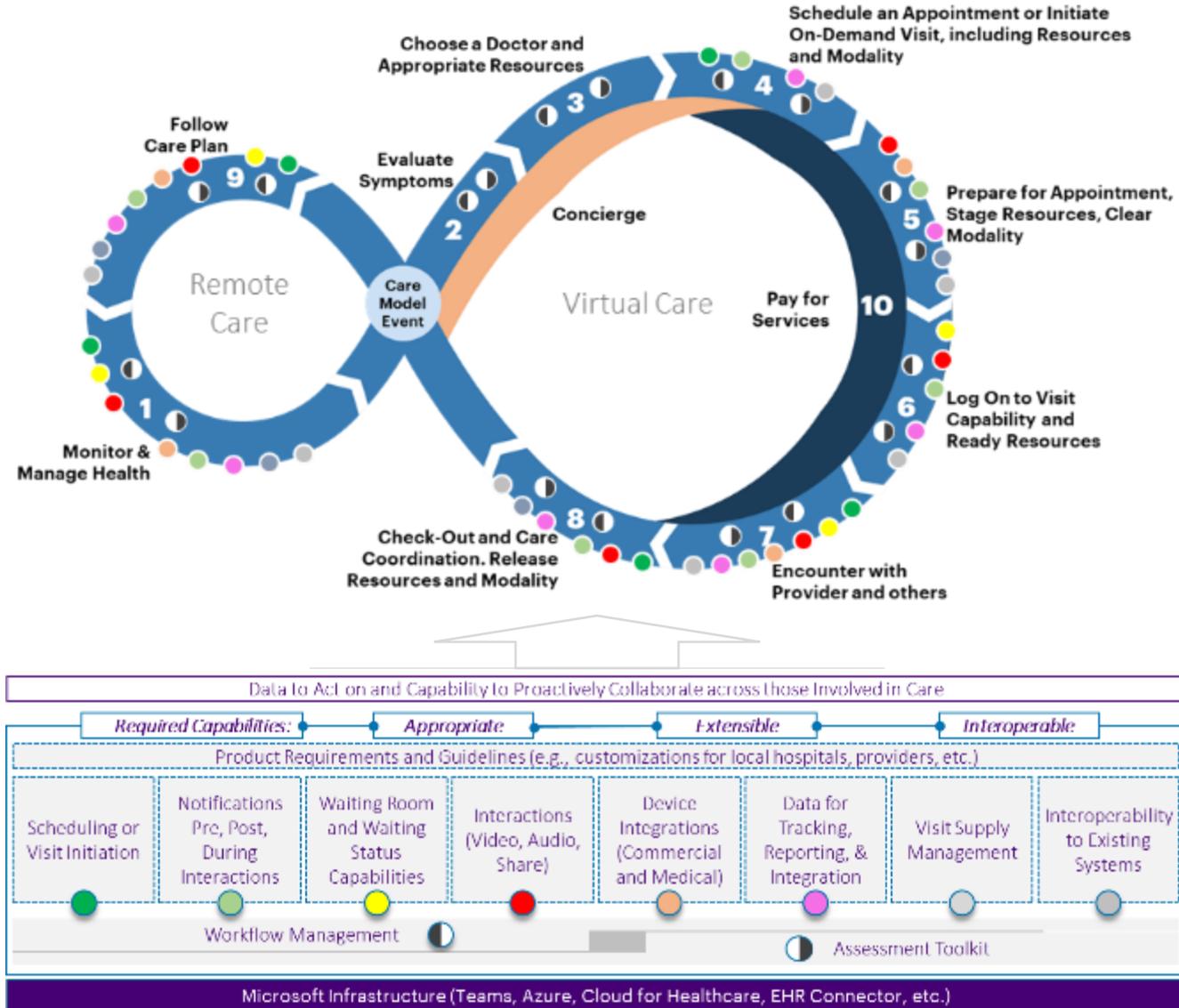
  = Care24/7 Assets (better care & experiences play)
 = Health on Azure Assets (better insights with data play)



Avanade/AMBG – Care24/7 - "digital, virtual & connected care"

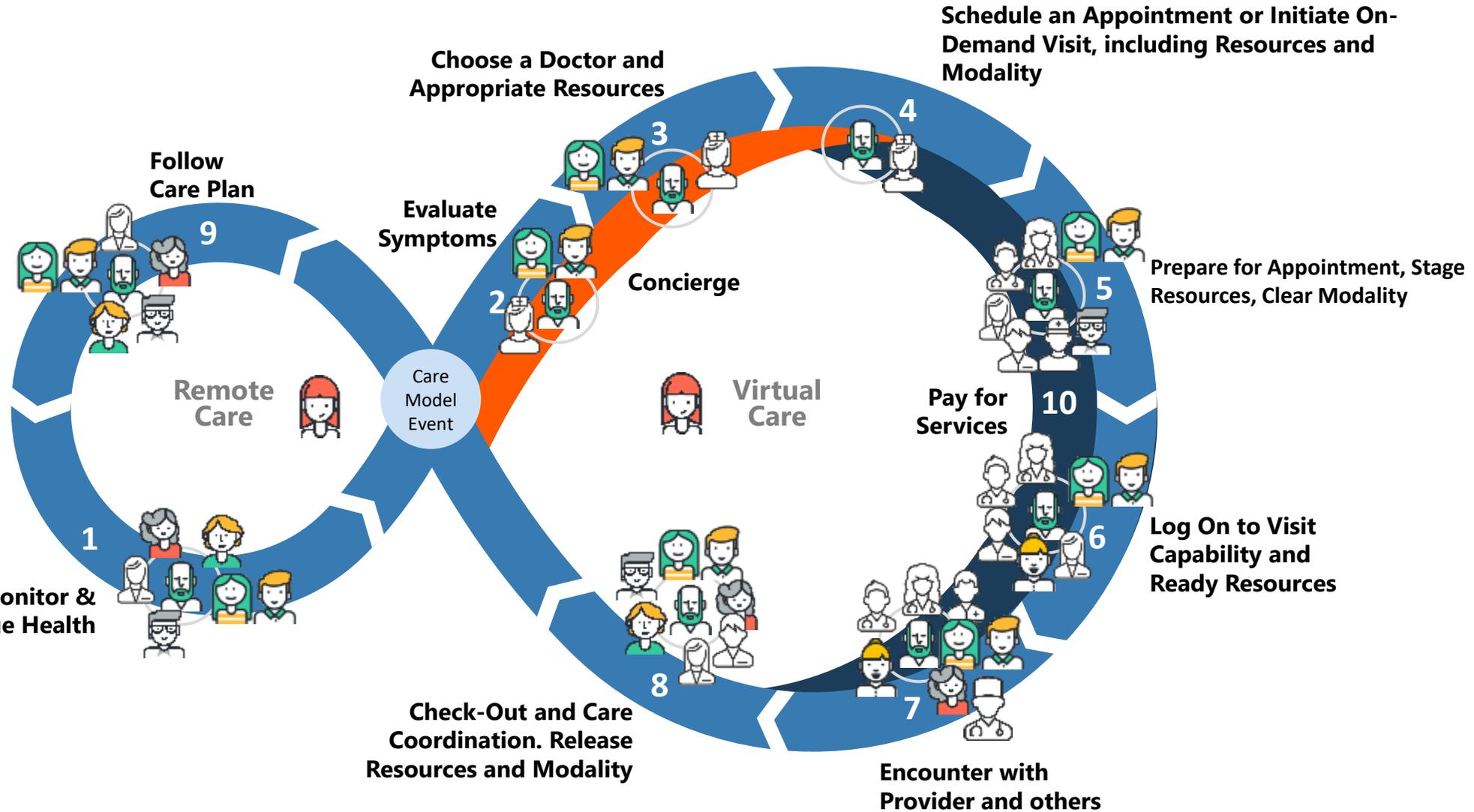
Elevator Pitch 	Solution Overview 	Benefits Statement 	
<p>Today's patient is seeking a better and more engaging health experience and today's clinician is over-worked and experiencing burn-out, while trying to improve health outcomes. Today's health systems tend to be outdated, siloed and do not leverage the power of health data interoperability and the insights it can provide.</p> <p>"Care 24/7" is a digital transformation play for Health that enables a better patient and clinician experience, better care team collaboration and data-driven insights that can improve clinical as well as operational outcomes. Care24/7 is also designed to integrate to Epic and other EMRs to enhance and extend their value.</p> <p>When high quality care can be provided and received from anywhere, securely and collaboratively with data driven insights, the experiences and outcomes for patients will be better and operational performance and employee satisfaction will improve.</p>	<p>Care24/7 play is made up of several stand-alone solutions that deliver value on their own, however, greater value is realized when multiple parts of the play work together. Solutions include:</p> <ul style="list-style-type: none"> - Telehealth / Virtual Patient Visits - Remote Patient Monitoring - Care Team Collaboration - Clinician's Virtual Assistant - Connected Home Health - Patient Outreach, Experience & Engagement - Discharge Planning 	<p>Better Patient Experience and Engagement</p> <ul style="list-style-type: none"> • Improve patient/member outreach, recruitment & retention • Deliver high touch, intimate and more personalized service • Engage patients how, when and where they want to be engaged • Provide high quality telehealth, remote health and connected home health options <p>Better Care and Clinical Experience with Improved Collaboration</p> <ul style="list-style-type: none"> • Create highly collaborative care & admin teams for better clinician experience and care outcomes • Share insights and automate workflows for efficiencies (i.e, admissions or 'discharge planning') - Integrates with Epic and other EMRs to enhance and extend their value <p>Improved Insights</p> <ul style="list-style-type: none"> • Leverage data/AI and data interoperability to enrich and drive experiences and care • Make more informed clinical and operational decisions • Benefit from predictive analytics and modelling with digital twin technology <p>Sound Security</p> <ul style="list-style-type: none"> • Your data and systems are secure with Microsoft's latest security technology and Avanade security experts 	
Qualifying Questions 	Target Audiences 	Deal Data 	Links 
<ol style="list-style-type: none"> How are you leveraging digital capabilities and data to attract, recruit and retain patients/members? Can your providers deliver quality care remotely / from anywhere? Are you providing your patients with high quality telehealth options? Are your care teams collaborating well with your digital tools? Are you getting the most business value from your current investment in Microsoft technologies and your EMR? Are you leveraging data & AI to the fullest to make the best clinical and operational decisions you can? Are your systems as secure as they can be from cyber-attacks, malware and ransomware? 	<p>Buyers Roles:</p> <ul style="list-style-type: none"> • Chief Digital Officer • Patient/Member Experience Executives • CIOs; Digital Transformation Execs; CTO's • Chiefs of Staff, Heads of Physicians and Nursing • CFO; COO; CHRO; CDIO; CMO <p>Company Focus:</p> <ul style="list-style-type: none"> • Providers, Health Systems & Clinics, Clinics at pharmacies or retailers, Academic Medical Institutions, Home Health Providers, Health Payors 	<p>Organization Overview</p> <ul style="list-style-type: none"> • Any organization that provides or delivers care • Enterprises with multiple departments and/or locations • SMC, Majors or Enterprise clients • We have a 2-week workshop to set direction and start project • Can leverage Cloud for Health or standard M365/Azure/Dynamics <p>Sell With – M365/Teams, Azure, Azure Communication Services, Dynamics, Power Platform. Possibly Cloud for Healthcare Professional Services – Advisory, Innovation, Consulting</p>	<p>www.avanade.com/health</p> <p>Health & Life Sciences - Home (sharepoint.com)</p>
<p>Avanade</p> <ul style="list-style-type: none"> • Dedicated Health & LS practice globally • Dedicated to Microsoft platform only 	<p>Awards and Certifications</p> <ul style="list-style-type: none"> • 2021 Microsoft Global Alliance SI Partner of the Year for the 16th time • 2021 Dynamics 365 Customer Insights Partner of the Year • 2021 Dynamics 365 Customer Service Partner of the Year • 2021 Dynamics 365 Supply Chain Management Partner of the Year • 2021 Employee Experience Partner of the Year • 2021 SAP on Azure Partner of the Year 	<p>Awards and Certifications</p> <ul style="list-style-type: none"> • 2020 Healthcare Partner of the Year • 2020 AI and Machine Learning Partner of the Year • 2020 Connected Field Service Partner of the Year • 2020 DevOps Partner of the Year • 2020 Modern Workplace for Firstline Workers Partner of the Year 	<p>Contact Information</p> <p>Partner Contact: Robert.Hazelton@avanade.com</p> <p>Partner Contact: alexander.holt@avanade.com</p> <p>Partner Contact: g.l.smith@accenture.com</p> <p>Partner Contact: Alissa.riehle@accenture.com</p>

Care 24/7: Driven by best practice care journey and Powered by Microsoft platform (M365, Azure, Dynamics, PP) or MC4H



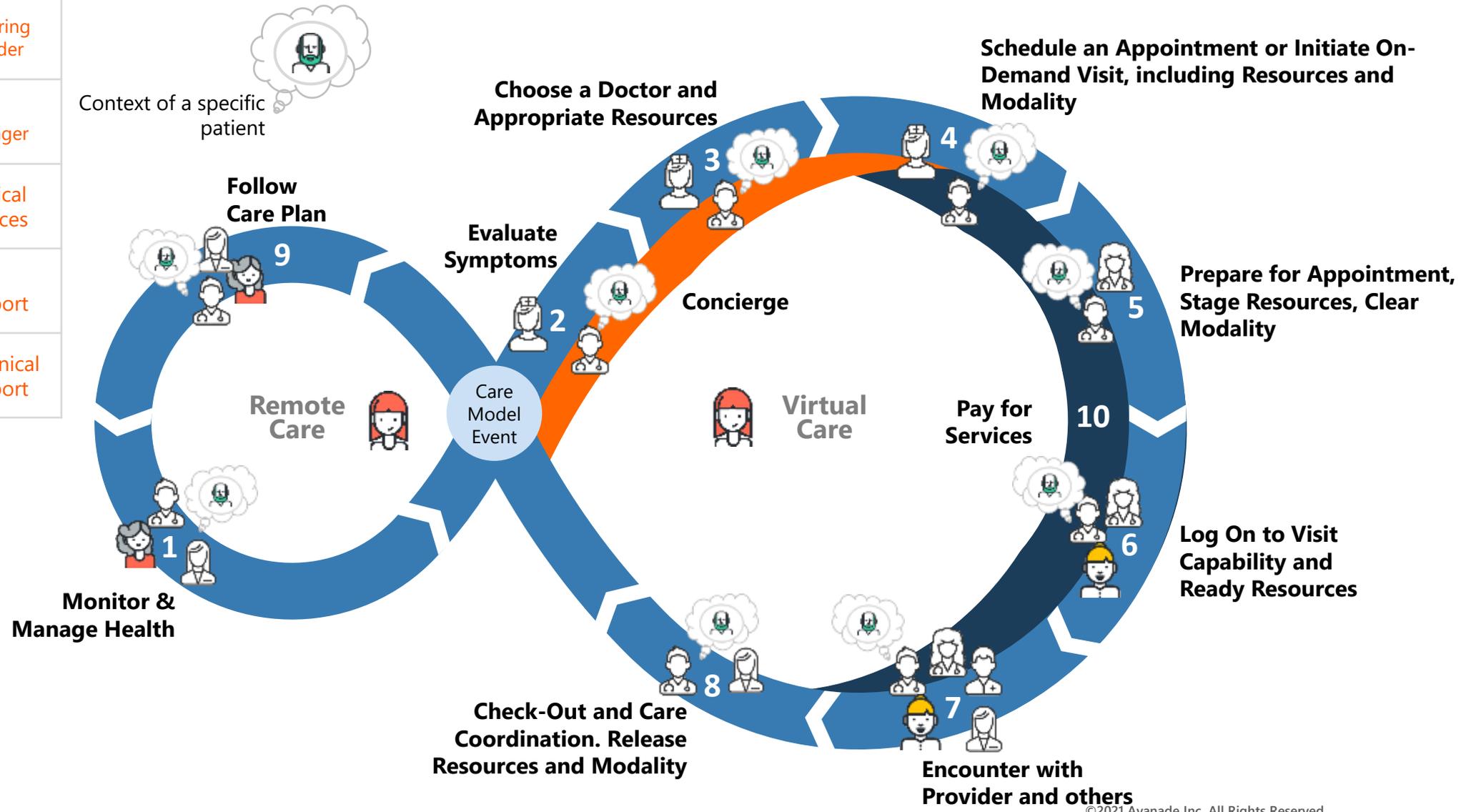
Care 24/7: Consumer to provider best practice journey

	Consumer / Patient		Referring Provider
	Family		Care Manager
	Caregiver		Medical Services
	Nurse Triage		Field Support
	Provider		Technical Support
	Specialist		
	Fellow		
	Nurse		
	Medical Assistant		
	Interpreter		



Care 24/7: Provider to provider best practice journey

 Consumer / Patient	 Referring Provider
 Family	 Care Manager
 Caregiver	 Medical Services
 Nurse Triage	 Field Support
 Provider	 Technical Support
 Specialist	
 Fellow	
 Nurse	
 Medical Assistant	
 Interpreter	



Solutions within Care 24/7

As you consider how to digitally transform and offer virtual & digital care to patients, members and your clinicians & workforce, consider the following:

- Care 24/7 is “modular”, meaning clients can elect to implement the solutions/parts that they want to, when they want to at their pace.
- Implementing more than one of the following Care 24/7 solutions gets incrementally easier and delivers incrementally more value as the solutions “connect” and work with each other
- We encourage clients to leverage as much of Care 24/7 as they can because the solutions all leverage Microsoft cloud (which clients typically already own) and fit together seamlessly on one scalable, secure and familiar (easily adopted) Microsoft platform
- Care 24/7 integrates with EMRs and other systems with read-write / mirroring capability to stay in synch

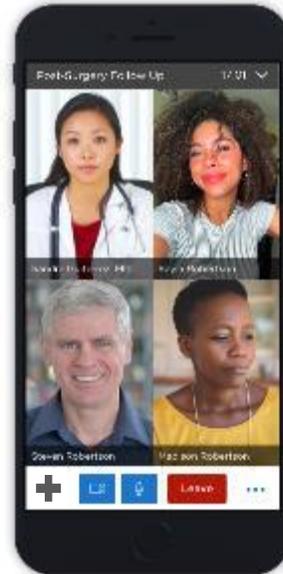
Care 24/7: Virtual Visits (Telehealth)

A dynamic virtual visit capability supporting diverse health uses cases from quick urgent care visits, health status assessments, to complex, multiple hour visits offered on Microsoft's proven, scaled Azure and Teams technology

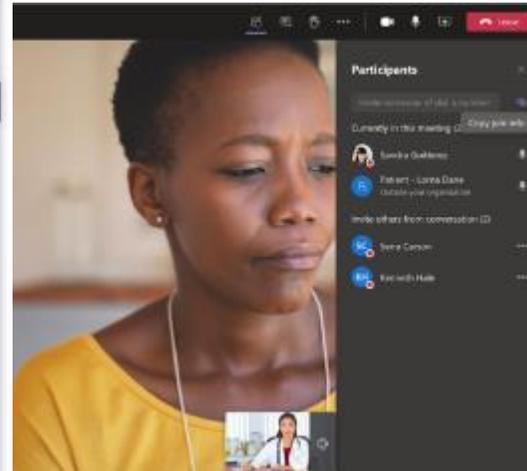
KEY FEATURES AND CAPABILITIES:

- **No download** required by patient
- **Customizable branding** of patient experience
- Integrations (e.g., scheduling, EMR, billing, etc.) thru **HL7 or FHIR**
- **Scheduled** and **ad hoc** visits with scheduling flexibility
- **Dashboard** to manage visits and track use
- **Rich interactions**, including audio, video, text, chat, screen and document sharing
- **Diverse use cases** – any length duration, simple to complex
- **Mobile** and **desktop** experience for patients and providers
- **Proven performance and scale** – delivered millions of visits in the last year

- Participate 1:1 or as a team
- Join and leave as workflow determines
- Dynamically add participants, including interpreters
- Interact thru audio, video, text, chat, screen and document sharing
- Hold group sessions with advanced controls
- Send notifications before and during
- Schedule or initiate ad hoc visits



PROVIDERS CAN...



PATIENT/FAMILY/FRIENDS CAN...

- Invite others to the visit before or during
- Access content driven by workflow and other data
- Interact thru audio, video, text, chat, screen and document sharing

CORE MICROSOFT TECHNOLOGIES:

- Teams
- Azure (single tenant)
- Office 365

TEST MOBILE DEVICES INCLUDE:

- iPhone 8, 10, 11
- iPad Air 2
- Samsung Galaxy S8, S9
- Others

WEB BROWSERS INCLUDE:

- Windows: Chrome*, Edge
 - macOS: Chrome*, Safari
 - Ubuntu: Chrome*
 - Linux: Chrome*
 - Android: Chrome
 - iOS: Safari
 - iPad OS: Safari
- * Chrome latest three releases

EMR, SCHEDULING, OTHER INTEGRATIONS:

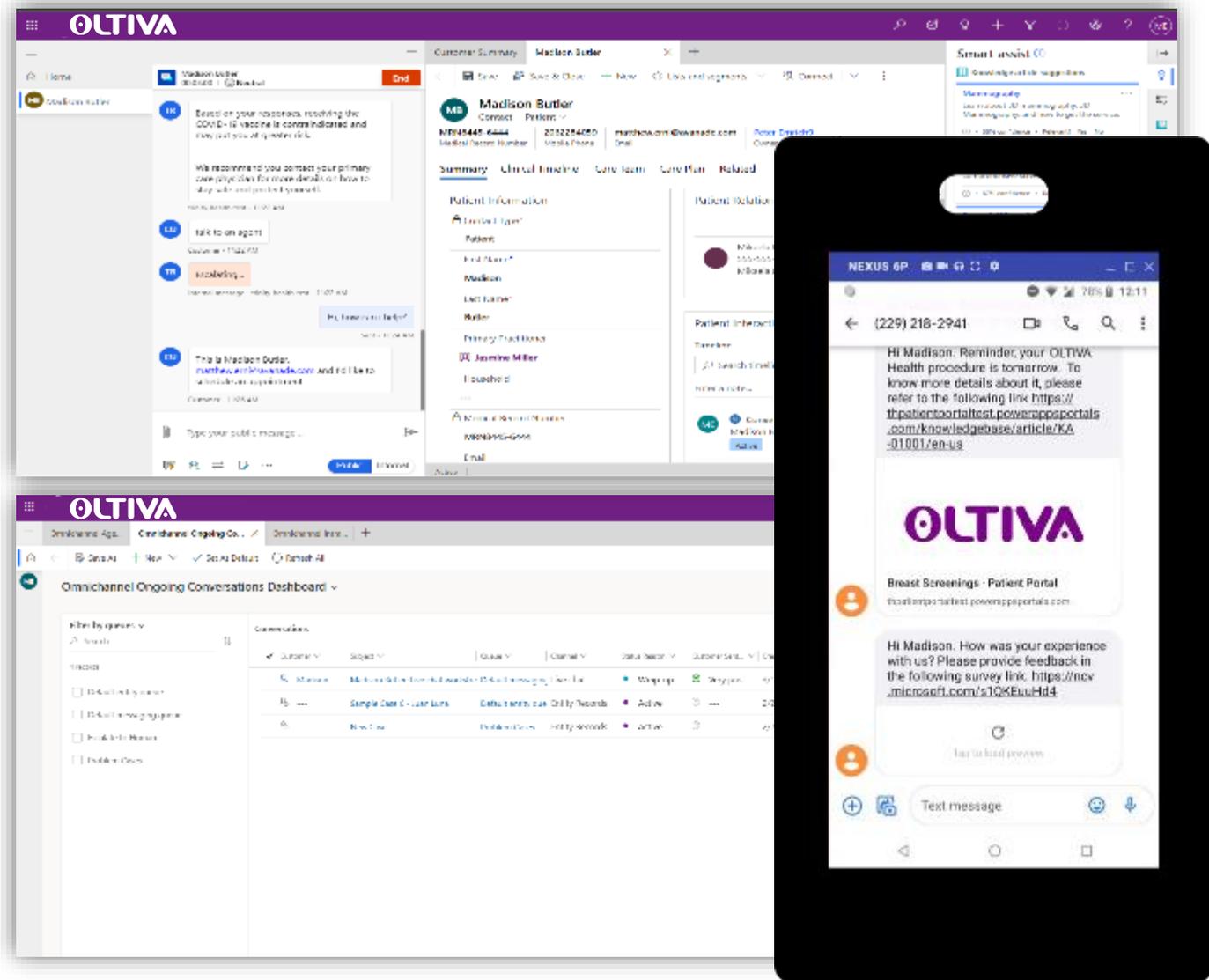
- HL7
- FHIR (coming)
- APIs (custom)
- Epic Teams integration
- Epic scheduling
- MyChart (patient link)

Care 24/7: Patient Experience Accelerator (PExA)

Core capabilities to manage the patient experience and access a 360-degree view of patient data.

KEY FEATURES AND CAPABILITIES:

- **Dynamic workflow** supporting access functions, including **find a provider**, **appointment booking**, **insurance verification**, **provider messaging**, and **referral management**
- **360-degree view** of patients in the system, including relevant **demographics**, **clinical data**, **communication preferences** and **channel activity**
- **Omni-channel integration** ready, including **Epic** (real-time bi-directional), **CTI**, web / mobile channels (requires broader ecosystem including data / integration)
- **Closed-loop analytics**, including **caller intent** (reason for call) through resolution; **demand / supply analytics**; Care Gap adherence

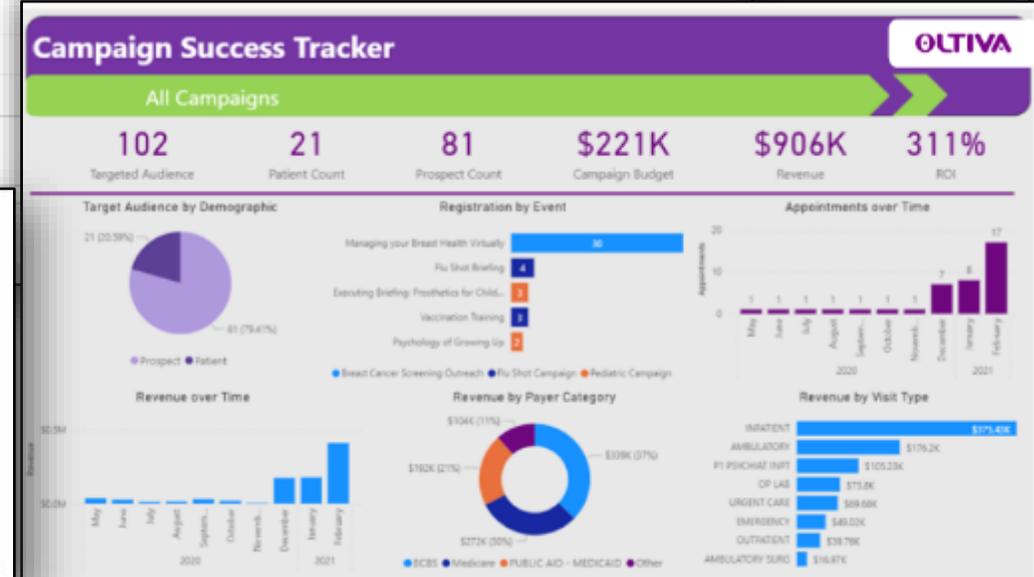
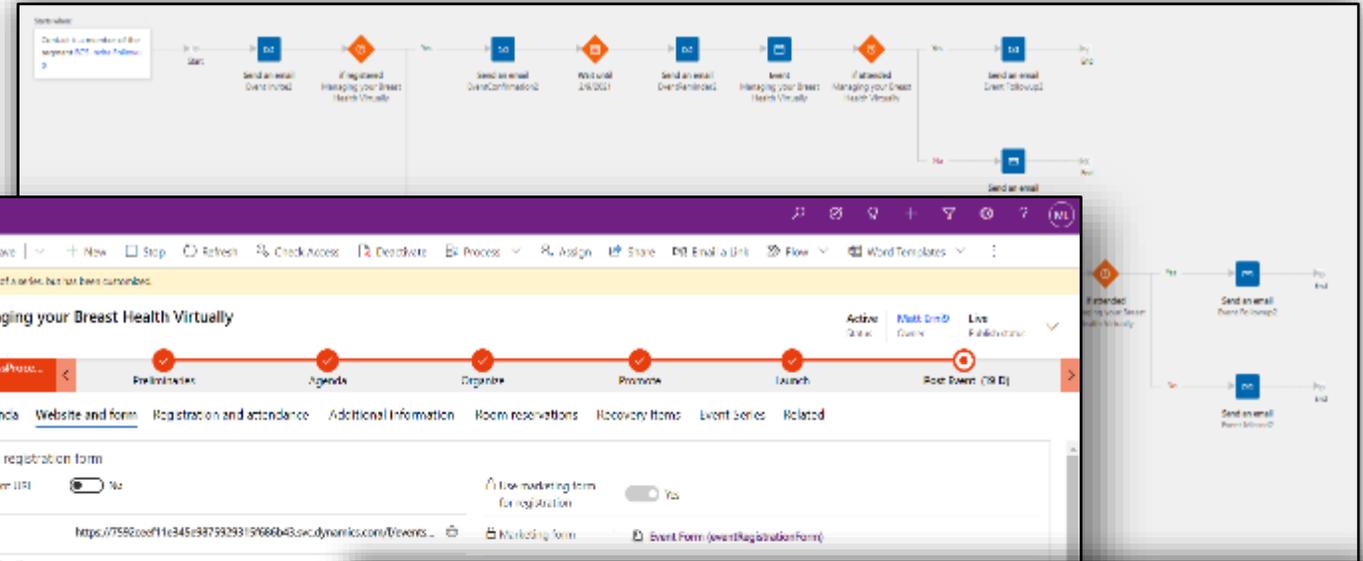


Care 24/7: COrE (Consumer Outreach & Engagement)

Proactively manage interactions with health consumers and draw insights from the data collected to further action.

KEY FEATURES AND CAPABILITIES:

- **Aggregate** and **analyze data** to unlock **actionable insights**
- Create and manage **targeted campaigns** to engage specific **segments** of health consumers
- **Personalized proactive** patient outreach using **automated journeys**
- Manage **events, email/SMS** communications, and **social posts**
- Patient **feedback** and overall **campaign performance** data help identify **ROI metrics** and key opportunities.

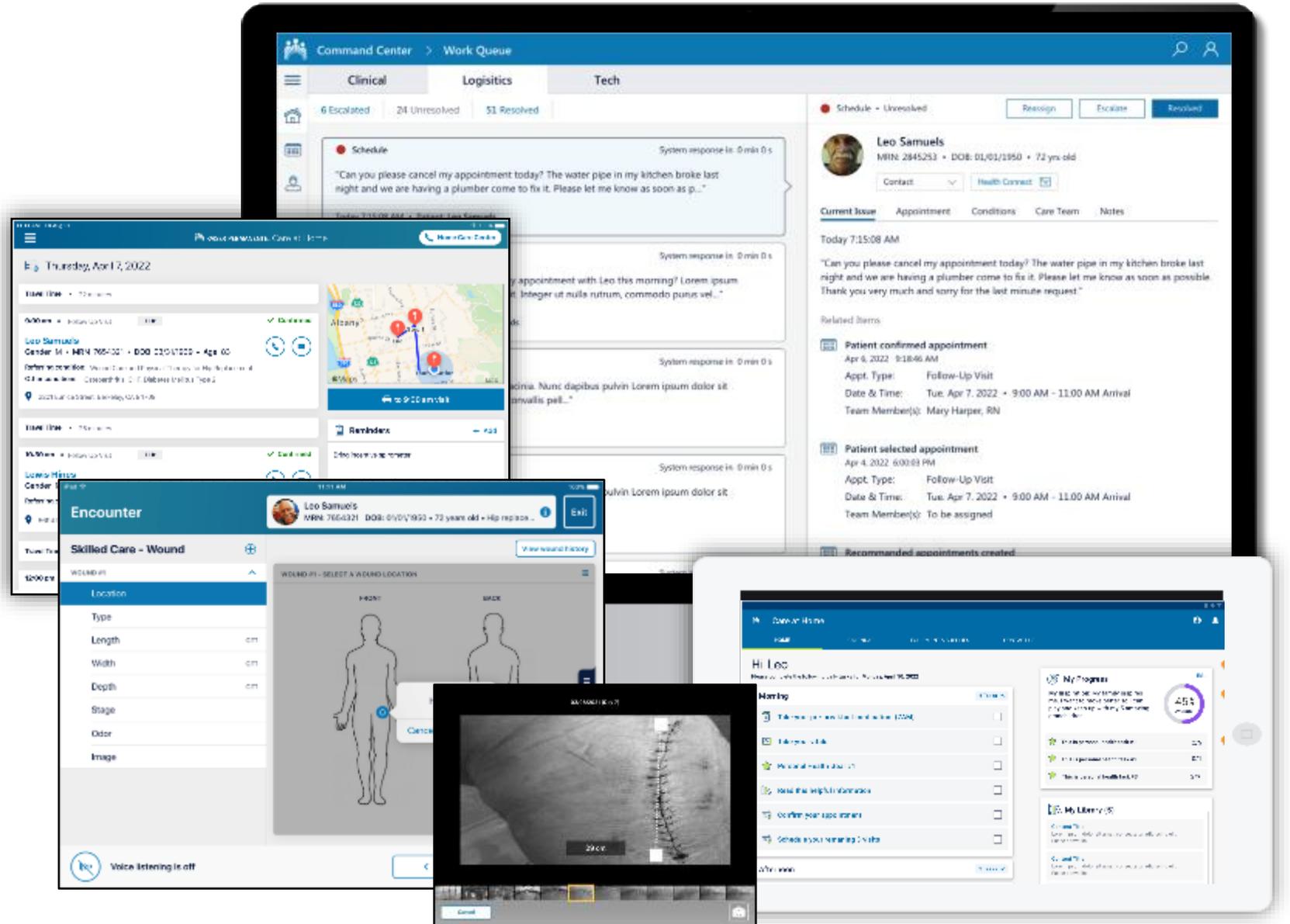


Care 24/7: Connected Home Health

Field management to support home health including monitoring of biometric data.

KEY FEATURES AND CAPABILITIES:

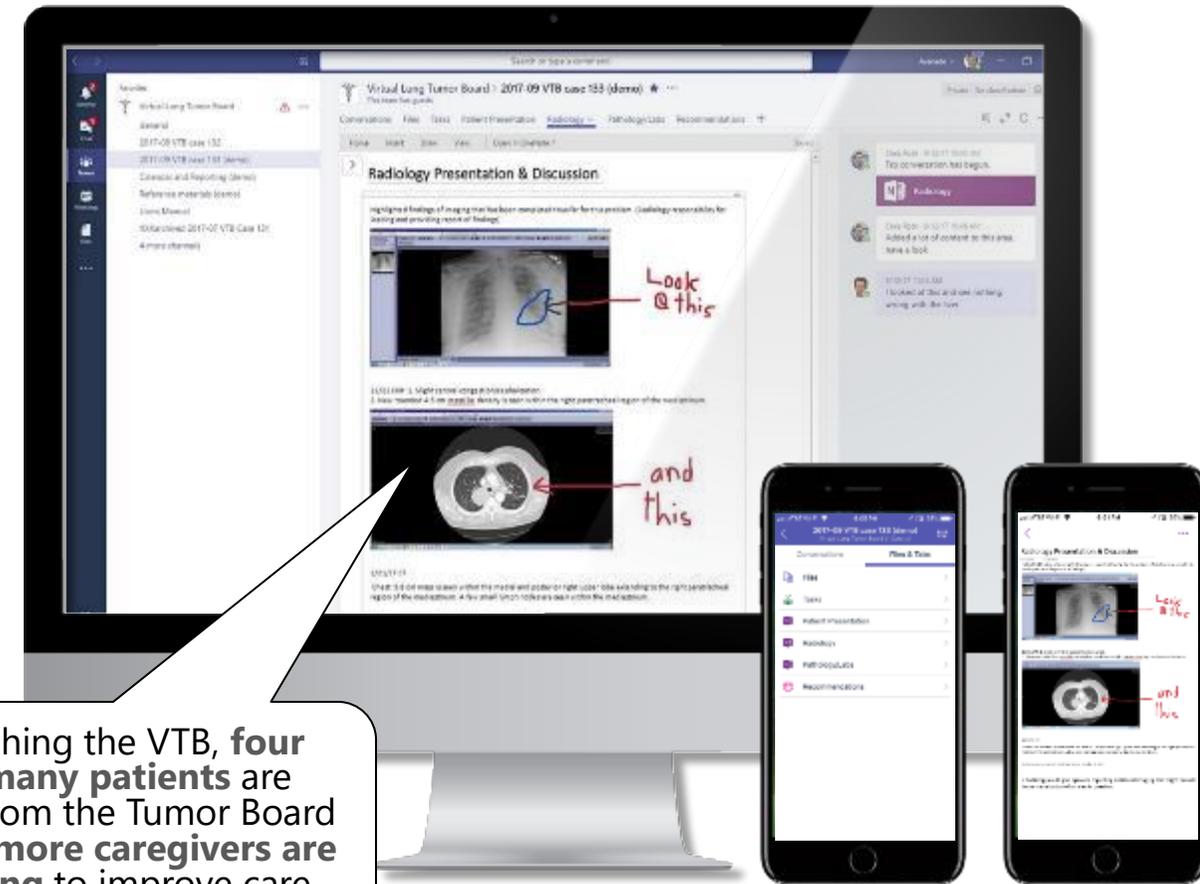
- **Monitor biometric data from IOT devices** (heart rate, glucose, BP, etc.) and share with staff remotely
- **Optimize resource scheduling** and route suggestions
- **Patient access** to task lists, reminders, medications & video calls
- **Unified view** of patient history and biometrics to provide better care
- **Improved staff efficiency and automation** of processes
- **1000+** members benefited with home visits
- Increased patient **satisfaction** and **affordability**



Care 24/7: Virtual Tumor Board

Ability for care team participants to collaborate in a timely fashion across the care continuum. Often this collaboration is in support of providing specialty level knowledge to providers responsible for direct care.

- 156,000 employees and 34,000 aligned providers in 2,600 locations
- Wanted to drive higher adoption of their Tumor Board program, improve regulatory reporting and deliver better patient outcomes
 - In 4 weeks, we created a Virtual Tumor Board that allows employees and associated doctors to:
 - Review case histories, x-rays and test results
 - Access reference materials
- Collaborate with specialists anywhere and anytime from their device of choice
 - Search prior cases to help treat new cases
- Won Association of Community Cancer Centers Innovator Award for the project



Since launching the VTB, **four times as many patients** are benefitting from the Tumor Board process and **more caregivers** are **collaborating** to improve care

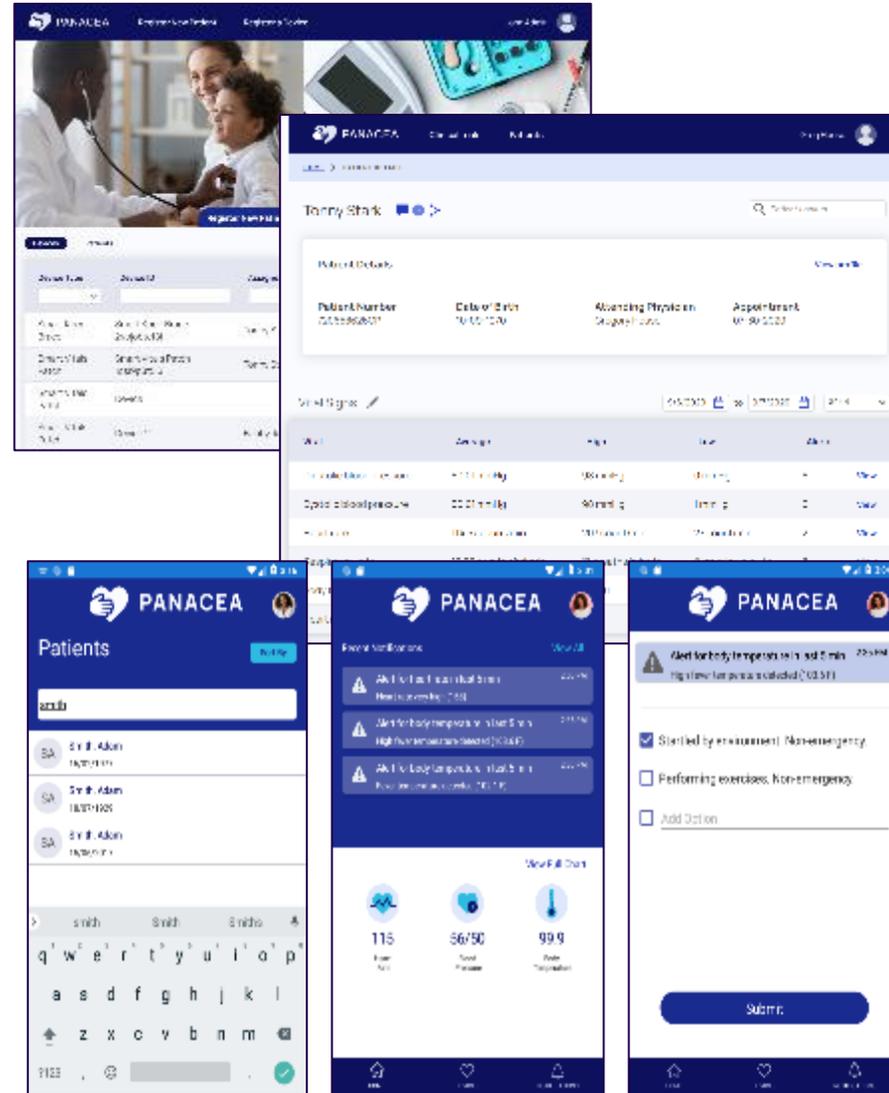


Care 24/7: Remote Patient Monitoring

A dynamic remote patient monitoring capability that focuses on reducing readmission rates, improving outcomes, and increasing revenue

KEY FEATURES AND CAPABILITIES:

- Integrated with **Apple HealthKit** to connect to over **40,000 health apps/devices**
- Optional integration with **specialty medical devices** based on provider preferences
- Integration via **HL7/FHIR** to Epic and other Electronic Health Record systems
- **Configurable alerts** based on patient's condition
- Optional **Cohort Browser, Machine Learning** and **Health Bot** add-ons for discovery of leading readmission indicators, predictive analysis and diagnostic aids
- Built on the **secure, HIPAA-compliant** Microsoft platform you've already licensed



NOTIFICATIONS CUSTOMIZABLE:

- Rules engine
- Customizable
- Define timing of notifications

CORE MICROSOFT TECHNOLOGIES:

- Teams
- Azure
- Dynamics
- Office 365

WEB INCLUDES:

- Patient and provider web version
- Mobile apps
- Registration web app
- Common browsers supported

EMR, SCHEDULING, OTHER INTEGRATIONS:

- HL7
- FHIR
- APIs (custom)
- Device integrations
- Integration with virtual visits

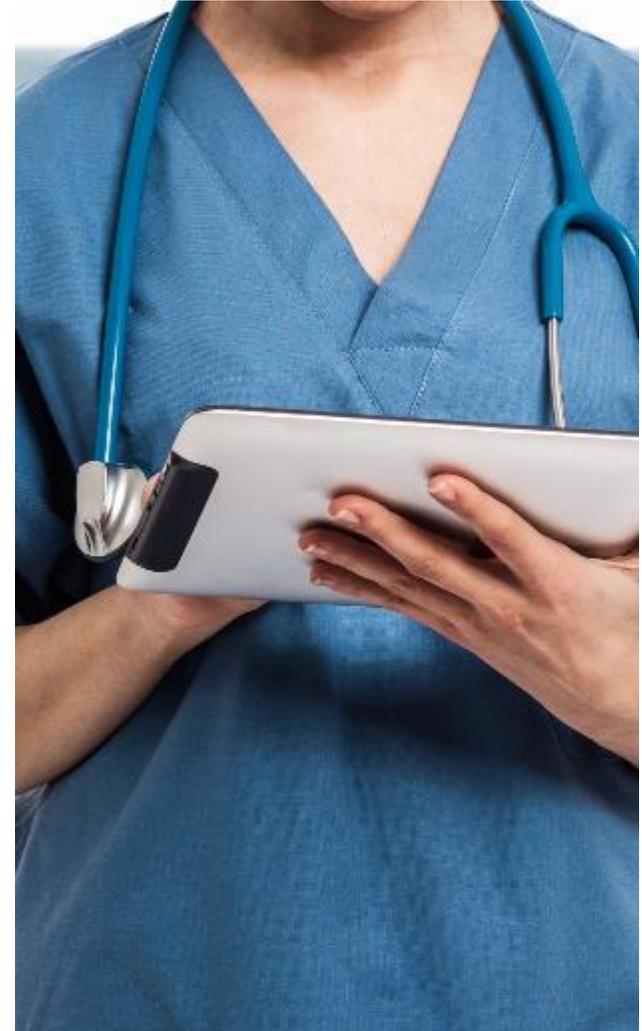
Care 24/7: Care Team Collaboration (eConsults)

Ability for care team participants to collaborate in a timely fashion across the care continuum. Often this collaboration is in support of providing specialty level knowledge to providers responsible for direct care. Use cases: Virtual Huddles; Virtual Rounds; Discharge Planning & More

- Uses Microsoft Teams to allow caregivers to collaborate on creating the best care plan for the patient and can tie in with EMR and/or Microsoft Dynamics for patient profile
- Saves doctors time and greatly increases the number of cases receiving multi-disciplinary review by allowing asynchronous participation using the doctor's device of choice
- Reduces time from diagnosis to treatment and allows tracking of improvements
- Improves knowledge sharing via searchable history of prior cases

KEY FEATURES AND CAPABILITIES:

- Flexibility to leverage standard Teams and Dynamics capabilities
- No download required by participants
- Customizable branding patient experience
- Integrations (e.g., scheduling, EMR, billing, etc.) thru HL7 or FHIR
- Scheduled and adhoc visits with scheduling flexibility
- Rich interactions, including audio, video, text, chat, screen and document sharing
- Diverse use cases – any length duration, simple to complex
- Mobile and desktop experience for providers
- Proven performance and scale



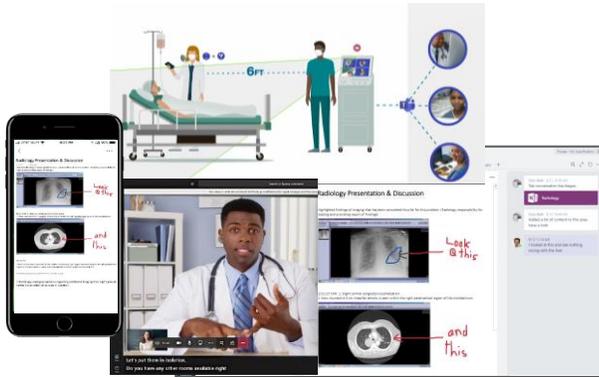
Next steps: How to Get Started...



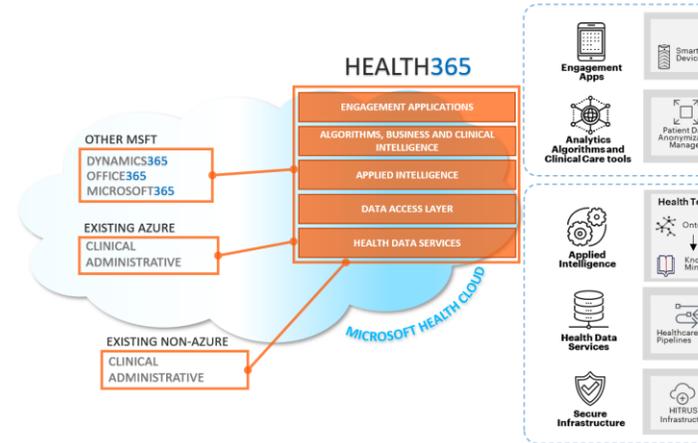
Avanade Health Quick Starts

Two-week, advisory-led engagements, to get started with any of these three health offerings:

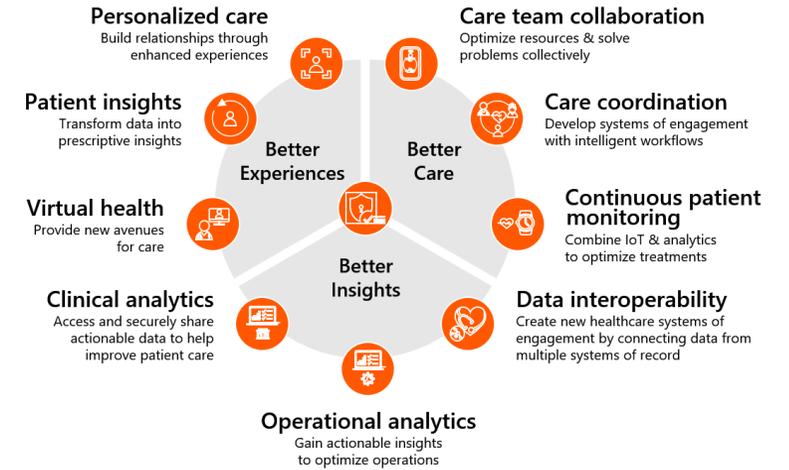
VIRTUAL CARE



HEALTH ON AZURE



MICROSOFT CLOUD FOR HEALTHCARE



Deliver care virtually, leveraging the latest technologies that integrate with EMR/EHRs

- Virtual care delivers a rich patient and clinician experience that is flexible and secure
- Enables robust clinician to clinician collaboration
- Leverages AI (automation, cognitive, etc.) to reduce the administrative load on clinicians
- Can integrate with other key health systems as needed for data sharing as well as tasks such as booking, scheduling

Unleash the power of data interoperability, AI and the Microsoft Cloud For Health

- Breaking down information silos between healthcare stakeholders and enabling interoperability for Condition Management, Virtual & Physical Care, and Care Administration with Security
- Enabling Healthcare Professionals to make better clinical decisions when provided with better insights specific to the individual patient
- Generate operational insights that extend beyond direct care and include the administration and finance of that care

Understand how The Microsoft Cloud for Health can help you achieve your organization's vision

- MSC4H integrates healthcare applications and systems—across Dynamics 365, Microsoft 365, Power Platform and Azure
- Both cloud and on-premises applications are integrated to work with Microsoft Cloud for Healthcare and dependent applications and services
- Focus on End to End healthcare capabilities: Patient engagement | Health team collaboration | Clinical and operational insights | Protect health information