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Transforming the fragmented patient journey with InCare

Accelerate innovation to personalize the healthcare consumer experience, streamline care management, and improve outcomes.

Consumers search, select, and schedule the services that fit their needs. Could it ever be that easy in healthcare?

Healthcare is undergoing a massive digital transformation. Today's consumers have heightened expectations driven by the likes of Netflix, Amazon, and Uber. To produce a personalized experience, healthcare players need to step up - to deliver a more connected, end-to-end, holistic patient experience.

But, collecting, connecting, and integrating clinical and non-clinical data to create a modern digital experience is a daunting challenge.

This is where Microsoft and Innovaccer come in to address this long-standing gap by integrating Innovaccer's Best in KLAS care management solution - InCare - with Microsoft's powerful, extensible Dynamics 365 CRM platform.

InCare built on Microsoft Dynamics 365 customer service and Microsoft Cloud for Healthcare common data model, enables healthcare organizations to go beyond the '360-degree' view and amplify the value of the EMR by integrating data into a unified patient record to provide a holistic patient context and real-time insights to the physician at the point of care.

'Agility without limits'

The result is - a holistic transformation with the patient at the center- one that streamlines care management for care teams by providing them with a single source of truth and enables them to truly care as one.

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What makes it so great for providers and patients?

- Longitudinal Health Record
- Mobile Digital Front Door
- Powerful Analytics
- NCQA-Certified
- Connected Care Platform
- Pre-Built Care Protocols
- AI-Assisted Workflows
- Collaboration and Communication
- Interoperability with third-party vendors
- Real-Time Insights
- Community Referral (SDoH)
- Automated Outreach

All on one secure, unified, and extensible cloud platform
Our joint solution design with Microsoft Dynamics 365 Customer Service
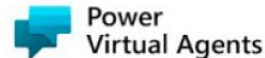
Solutions

● Microsoft ● Innovaccer

Patient Outreach
- Longitudinal consumer profile
- Personalized, omnichannel campaigns
- ROI dashboards
- Ad placements & social posting
- Event management
- Journey orchestrations
- Care gap closure

Access & Patient Service
- Omnichannel customer service
- Patient portal
- Appointment scheduling
- AI-based agent assistance next best actions (and care gap closure)

Care Management
- Personalized care plans
- Pre-built assessments
- Risk stratification
- SDoH
- **Remote patient monitoring**
- Customizable Care protocols
- Telehealth integrations
- **Home Health**

Collaboration
- InNote for physicians to close care gaps
- InConnect mobile App for patients
- **Teams integration**

Microsoft Dynamics 365 | Power BI | PowerApps | Power Virtual Agents | Power Automate

Azure API For FHIR

Microsoft Power Platform (Dataverse)

Cloud for Healthcare common data model

Intelligence

Data Activation Platform - On Azure Data Lake

Data Ingestion

Epic	BlueCross BlueShield	WATCH	facebook	IQVIA	experian	eclipse
EMRs and Labs **75+**	Payer Claims **10+**	Device Data **20+**	Engagement **10+**	Pharmacy **5+**	Consumer **15+**	Scheduling **5+**

Microsoft and Innovaccer: Driving successful outcomes

Innovaccer's InCare unites patient acquisition, access, care management, and retention under one umbrella, measurably improving ROI for the metrics that matter. Indeed, providers using InCare have reported a 7%–10% reduction in 30-day readmissions, a 10%–15% increase in care gaps closure, a 15% increase in preventive care screenings, and a 30% improvement in customer satisfaction.

Innovaccer Inc., the Health Cloud company, is a leading San Francisco-based healthcare technology company committed to helping healthcare care as one. The Innovaccer® Health Cloud unifies patient data across systems and settings, and empowers healthcare organizations to rapidly develop scalable, modern applications that improve clinical, operational, and financial outcomes. Innovaccer's solutions have been deployed across more than 1,000 care settings in the U.S., enabling more than 37,000 providers to transform care delivery and work collaboratively with payers and life sciences companies. Innovaccer has helped organizations integrate medical records for more than 24 million people and generate more than $600 million in savings. Innovaccer is recognized as a Best in KLAS vendor for 2021 in population health management and is the #1 customer-rated vendor by Black Book.

For more information, please visit innovaccer.com.

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