Wipro's Complete Care solution

Built on Microsoft Dynamics 365 platform, this solution connects various healthcare stakeholders to deliver 'best in class' care to patients.





Introduction

It has become imperative to not just understand but empathize and walk through patient journeys to see how technology can help them live better and healthier lives. Healthcare organizations have an opportunity to create an end to end patient journey that can guide patients, doctors, care teams, and hospital administrators with intuitive and optimized business process flow while maximizing productivity and efficiency.

Healthcare institutions are recognizing this shift towards increased patient autonomy and a need for improved collaboration between various stakeholders in the patient journey.

The solution

Wipro's 'Complete Care' solution, built on

Dynamics 365 platform enables doctors, care
teams and patients to leverage the Microsoft
technology platform to drive innovation, reduce
costs and improve patient outcomes. It lays
down the foundation for personalized care and
provides a 360° patient view, to enable effective
and efficient healthcare decision-making. It is a
unified platform to enable all healthcare
stakeholders with native integrations to MS

teams, virtual bots, self-service portals, and mobile apps, IoT Hub for health alertsand is extendible to support external medical systems. It is a one stop solution to enhance collaboration between patients, care teams, physicians/specialists, payors, and various other stakeholders. It is also a remote assistance tool for smart wearables and empowers patients with self-service options to help reach their healthcare goals.



Benefits



Gives a
360-degree view
of patients ex:
their medications,
timeline of
interactions,
EMRs, etc.

Supports
inpatient
processes, from
appointment
scheduling and
OPD check-ins to
outpatient
processes like
billing and
insurance

Prevents health emergency through proactive remote monitoring Engages with patients to provide education and better support through increased collaboration

Empowers care teams to work efficiently and make effective and faster decisions

Features

Power portal to empower patients with self-service options and view all their medical data, through SharePoint integration



Virtual chat bots are activated on these portals to address any patient queries





MS Teams integration to provide internal collaboration between caregivers, nurses, physicians and specialists



Patient self-service portal for patients to have flexibility in accessing their medical information at any time, from anywhere



Can also be extended and integrated with external medical systems and wearable devices, which can be remotely monitored

Wipro's Complete Care solution based on Microsoft D365 platform drives patient journeys with intuitive design and personalized care.

This solution is a step towards building better lives through innovation



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Tel: +91 (80) 2844 0011 Fax: +91 (80) 2844 0256 wipro.com Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services,

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