



# Put patient relationships first on the #1 AI CRM.

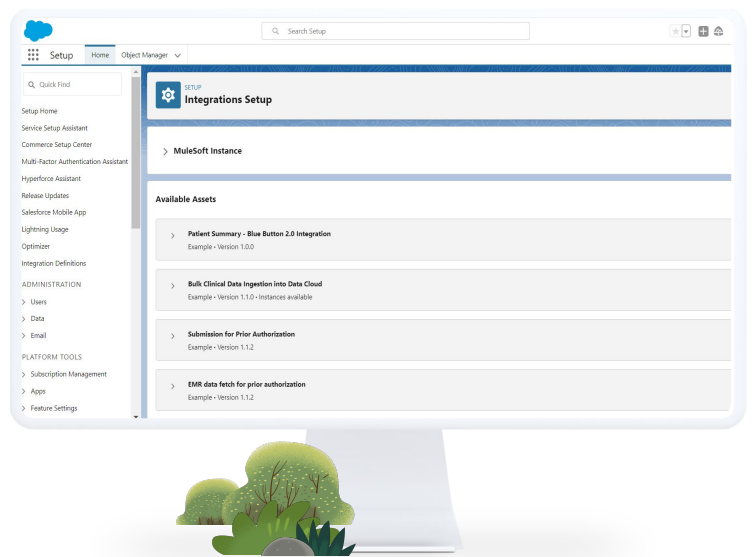
Built on the world's #1 AI CRM, Health Cloud is the trusted, connected platform that powers patient relationships. By consolidating clinical and non-clinical data, Health Cloud helps provider organizations use data-driven insights to deliver personalized patient interactions on their preferred channels and provide on-demand services, on a purpose-built healthcare CRM.

## Clinical Data Models

Leverage out-of-the-box, customizable, and extensible data models for your provider organization built directly on the Salesforce platform.

## Interoperability

Extend the value of your internal and external health systems with a comprehensive set of FHIR-aligned APIs, and extensive MuleSoft Direct integrations with data sources like EHR, CMS, and more.



“Health Cloud helps us increase patient trust and operate more efficiently, while delivering a consistent experience at every interaction.”

**Katie Logan**  
Chief Consumer and Strategic Planning  
Officer, Piedmont Healthcare



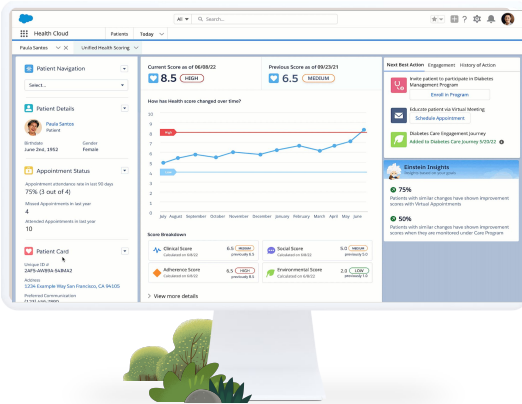
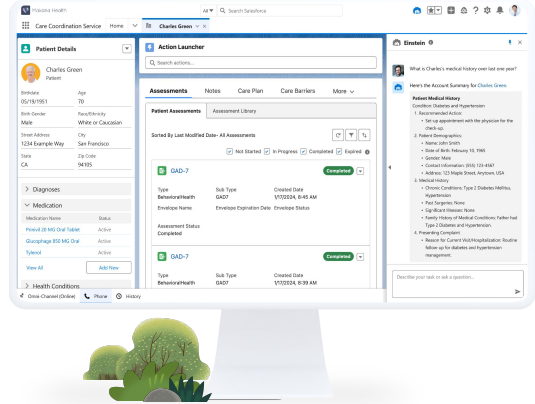
Take a closer look at the Health Cloud features for Providers.

**Einstein Copilot: Health Actions\***

Summarize patient information including medications, diagnoses, clinical service requests, and care gaps with a conversational AI assistant.

**Assessment Generation\*\***

Digitize standardized health assessments and automatically populate the responses directly into patient records.

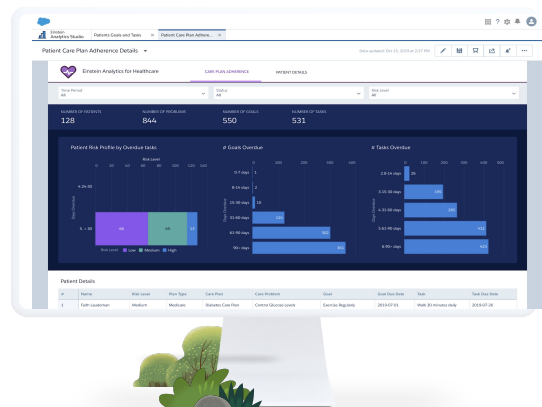


**Data Cloud for Health\***

Gain a holistic patient view with clinical and nonclinical factors including medical, behavioral, and social data. With Unified Health Scoring\*, gain a greater understanding of a patient's health with actionable health scores.

**Health Intelligence**

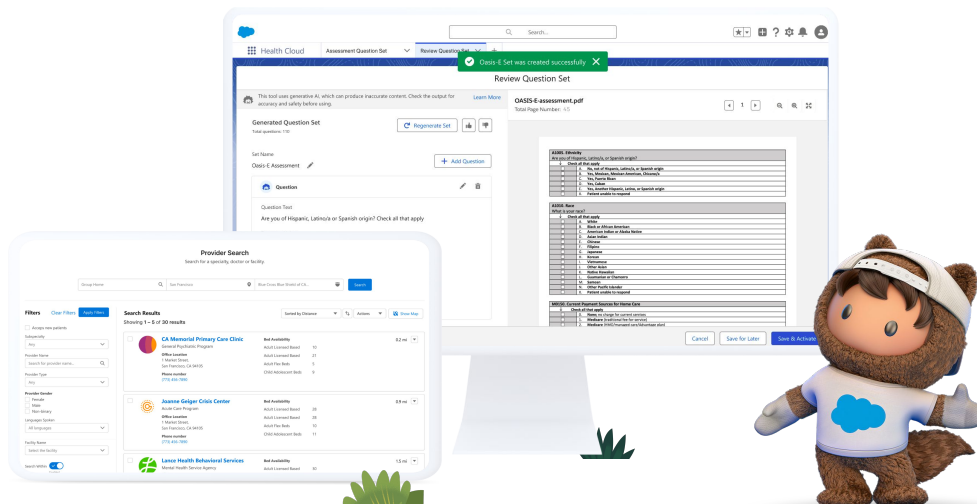
Gain actionable, AI-powered patient insights with prebuilt industry KPIs and best practices and built-in revenue intelligence.



\*Requires additional license

\*\*Assessment Generation with GenAI requires additional licenses.

\*\*Creating & running assessments manually is available as standard with Health Cloud.



## Explore more Health Cloud features for Providers:

### Intelligent Appointment Management

Maximize scheduling efficiency and empower patients to self-schedule with centralized appointment booking.

### Referral Management

Streamline patient referrals with tools to enhance management and collaboration throughout the entire referral process.

### Intelligent Document Automation

Manage all patient forms, from intake through processing, from one HIPAA-compliant workspace.

### Contact Center for Health

Enable agents to quickly verify patient identity, capture interaction details, review health plan information, and more.

### Behavioral Health & Crisis Management

Leverage pre-configured app to improve outcomes and reduce burden on mental health specialists. Optimize crisis center operations to promote urgent access to safe, quality whole-person care, from anywhere.

### Virtual Care\* and Appointment Management

Book remote visits and scale digital health engagement to address care disparities, from anywhere.

### Care Plans

Deliver personalized care at scale by managing across multiple care plans, including custom goals, problems, and tasks.

### Medication Review & Management

Manage patient medication lists and document recommendations to streamline transitions in care.

### Experience Cloud for Health Cloud\*

Create engaging, personalized, and secure self-service experiences for patients.

### Provider Relationship & Network\* Management

Make finding, managing, and supporting provider partners easier. Streamline recruiting, credentialing, contracting, and self-service.

### Home Health\*

Deliver connected healthcare experiences beyond the clinic. Seamlessly manage pre-visit instructions and self-scheduling from a convenient patient app.

### Remote Monitoring Exception Management

Visualize and act on health device data with automated notifications to proactively improve outcomes.

\*Requires additional license