



# Jump-start transformation to accelerate value with Microsoft Cloud for Healthcare



Today's disruption to healthcare is impacting every aspect of your business—from patient care to operations. As you transform your technology and business practices to keep pace, waiting months for results is not an option.



Large-scale transformation projects often break down because of existing roadblocks like lack of leadership alignment, inconsistent execution and value tracking, siloed efforts, and cultural disconnects from mergers. By focusing on key priorities and showing fast results, you can make transformation less daunting.

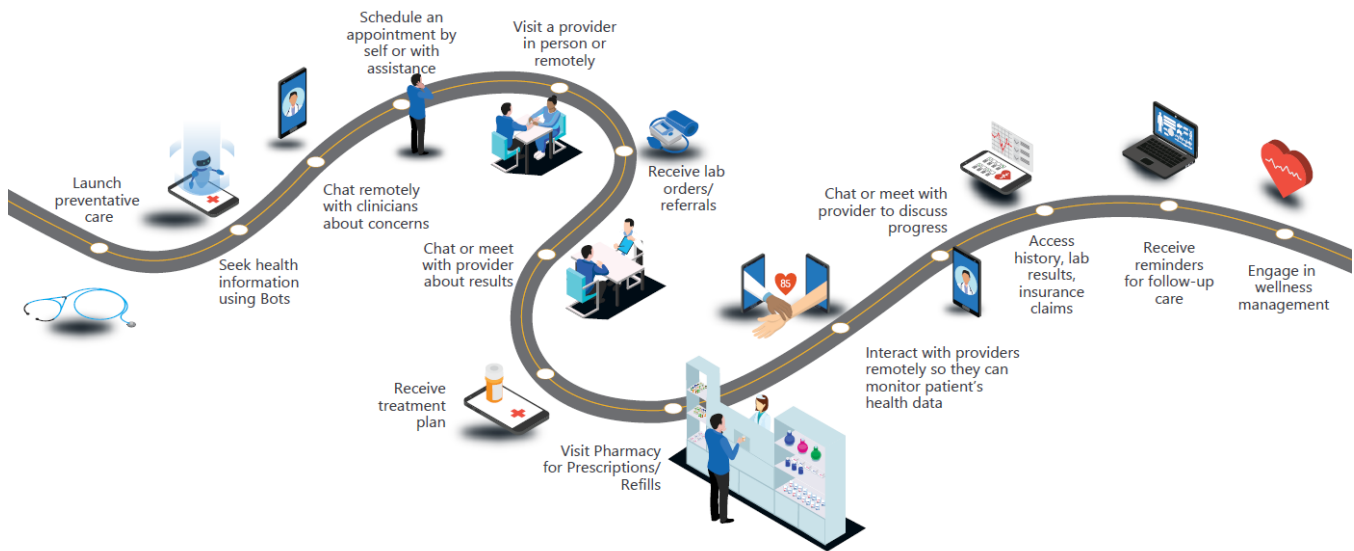
KPMG LLP (KPMG) can help you tackle complexity and get key processes running quickly in the cloud by creating a roadmap for transformation. Leveraging our Cloud for Healthcare bundle in an interactive Microsoft Catalyst workshop, we'll help you identify your top priorities, then implement core processes that will make a real difference in a matter of weeks-not months.

KPMG brings you accelerators, advanced healthcare practices and operating models developed to help you reap the benefits of the Microsoft Cloud for Healthcare in a timely and cost-efficient way. Our talented team brings years of healthcare and technology experience to help you move forward quickly and confidently. You'll build on a solid foundation to create a roadmap for continued, sustainable advancement.

Industry experience from KPMG, combined with Microsoft's Cloud technologies, deliver impactful business transformations backed by Microsoft Cloud and Dynamics 365 capabilities. As you move toward your future-state, we can help you address business imperatives like enhancing cloud security, improving front and back-office operations, implementing data and artificial intelligence strategies, and more.

# Build more seamless experiences to attract, acquire, and retain patients

Moving your organization into the future can bring significant benefits for your staff and patients by taking advantage of automation and streamlined processes. KPMG and the Microsoft Cloud for Healthcare can help you create patient experiences with less frustration and delays.



We can help you choose where to start and build on your priorities. Select your top choices from these areas:



## Patient engagement

- Personalize and automate campaigns and outreach for marketing and education
- Enable your contact center with a 360-degree view of your patients to enhance interaction
- Provide self-service options to access care based on location, insurance acceptance, and other criteria important to consumers



## Scheduling

- Provide guided tools that allow patients and contact centers to accurately schedule appointments
- Add secure messaging and chat features to save time and effort when interacting with your offices
- Automate pre-appointment communications that provide key information such as reminders and wait list options
- Guide patients towards additional services that anticipate their needs and potential care gaps
- Schedule transportation services during scheduling to reduce no-shows and late arrivals



## Registration

- Automate check-in to provide patients with digital options to confirm and provide information ahead of appointments



## Referrals

- Digitize and streamline referral initiation and intake processes
- Establish business process maps to support timely and accurate referral management and revenue cycle activities
- Implement and automate closed-loop processes to improve notifications and communications to referring sites / providers



## Treatment

- Guide patients with wayfinding services when they arrive at your campus for appointments
- Provide virtual options for care using video-based visits
- Manage chronic conditions by sharing biometric and patient-generated data from wearables and medical devices



## Discharge

- Guide patients to additional care with end-to-end closed loop referrals
- For progressive care situations, create seamless experiences between care settings and providers



## Billing

- Provide online, self-service payment options



## Patient Navigation

- Automate key communications after appointments such as visit summaries and discharge instructions
- Communicate test results and diagnostic information digitally
- Provide secure messaging and chat features to save patients time and effort when communicating with you

## Why KPMG and Microsoft?

Clients want advisers with deep understanding of their sector and their technology. KPMG draws on decades of experience working with Microsoft and has a specialized practice group for healthcare:

- 32,000+ Microsoft certified professionals globally
- More than 1,000 large global transformation projects across 60+ member firms globally
- 2020 Microsoft Global SI Digital Transformation Partner of the Year
- Launch partner for Microsoft Cloud for Healthcare

We focus on business and strategy-led transformation that is enabled by technology. We'll help you accelerate agreement among stakeholders, rigorously track results, put governance in place to demonstrate success, and apply change management techniques to win buy-in.

Let us help you create more seamless and efficient patient care.

## Contact us

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