Elevated Provider Relationship Management

Optimizing relationships across your provider network can translate into an enhanced patient experience, revenue growth, more referrals, and improved health outcomes.

salesforce | KPMG

-21%
Decrease in operational overhead

30 %
Increase in provider engagement

Improve Provider and Practice Relationships: Forecasting and traceability of provider interactions, helping to deliver deeper, more collaborative relationships

Increase Referral Volume and Patient Acquisition: Data-driven referral tracking and smart recommendations to connect patients with the right providers, improving conversion rates

Improve Referring Provider Satisfaction and NPS: Simplified referral workflows helping providers feel supported and informed of referral status throughout the referral process

Improve Efficiency and Provider Network Staff Productivity: Automation of manual processes such as scheduling and communication tracking, freeing up staff to focus on high-value relationship management

The US Oncology Network

Enhanced Provider Engagement

Personalization helps foster deeper, more meaningful connections between healthcare providers and liaisons.
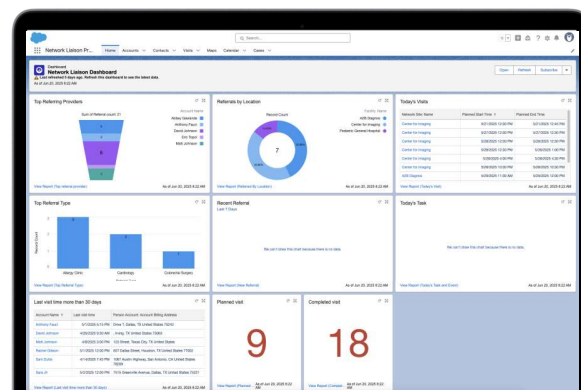
Improved Decision-Making

Insights help liaisons prioritize and make informed decisions to respond to evolving provider demands.

Streamlined Operations

Interoperability can lead to more synchronized workflows and reduced administrative burdens, freeing liaisons to focus on what matters.

Insights Driven Results & Recommendations

Accelerated Delivery

Packaged, agentic solution built on Health Cloud; accelerating delivery of an integrated PRM solution

Digital Provider Liaison Workforce: Agentic AI is grounded entirely in your data, knowledge sources, and processes, allowing it to learn from behaviors and offer real-time, actionable insights.

PRM & Agentic AI Package

Provider Data Model
Providers & locations, credentials, referrals, insurance, contracts, etc.

MuleSoft
Integration and automation to connect your data repositories

Data Cloud
Unified profile, unstructured data, segments, calculated insights, etc.

Agentforce
Digital labor platform to increase liaison productivity and efficiency

Built into the platform to enable Agentic AI driving greater automation and dynamic behavior

Capability Highlights

Physician Engagement	Liaison Mobile Application
Integrated Referral Management	Physician Interaction History
Integrated Analytics, AI Enabled Insights	Physician-Specific Next Best Action