

Healthcare and Life Sciences Service Management

Challenge

The pace of change in healthcare and life sciences is relentless—and it will only continue to accelerate. With the growing cost and complexity of caring for patients, leaders are forced to reevaluate priorities and optimize operations in order to adapt to the evolving landscape. It is imperative to get the most out of current investments and build an agile infrastructure for future innovation—to ultimately improve experiences and outcomes for all.

Solution

Healthcare and Life Sciences Service Management is a digital health platform that enables healthcare providers, payers, and life science companies to meet the challenges of global disruption in healthcare.

Start by quickly improving experiences and finding efficiencies in today's core processes by adding configurable, pre-built workflows on top of existing systems. Then, build the apps and digital workflows you need to support future business and evolving care models—with little coding required. And unite it all on one agile, interoperable platform with a single HL7 FHIR-based data model. The Now Platform® is also HITRUST Certified, SOC2 Compliant and FedRamp Authorized.

Includes Pre-Visit Management

Build for the future of care



Accelerating automation in Healthcare and Life Sciences

Create consumer-grade experiences

Patients access care or make requests from anywhere. Leading to greater patient satisfaction and improved clinical outcomes.

Improve effectiveness

Liberate practitioners from repetitive tasks and equip them with tools, insights, and 360-degree patient visibility.

Streamline operations

Digitize processes to become more proactive, predictive, and resilient—all while maintaining security and compliance.

Key capabilities

- HL7 FHIR data standard
- Pre-Visit Management
- Patient Support Services
- Patient 360
- Vaccine Administration Management

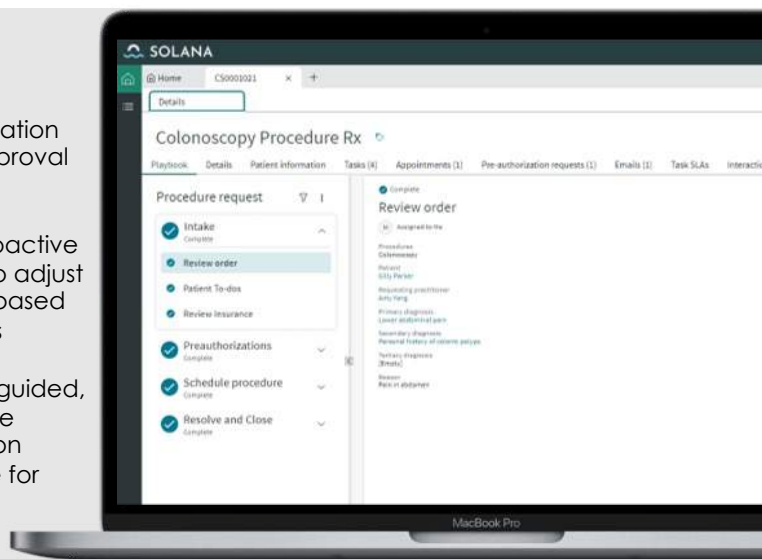


Learn more

[Read this eBook](#) to learn more about Healthcare and Life Sciences Service Management



- 1 Streamlines preauthorization and preapproval processes
- 2 Enables proactive outreach to adjust schedules based upon status
- 3 Provides a guided, comfortable preadmission experience for patients



Pre-Visit Management streamlines the scheduling process of procedure requests for patients and increases visibility to pre-authorization approvals prior to scheduled procedures.

Healthcare and Life Sciences capabilities

Vaccine Administration Management

Manage Covid-19 and seasonal influenza immunizations at scale. Encourage prompt vaccinations and enhance population health with a streamlined, patient-friendly approach to vaccine administration

Pre-Visit Management

Streamline patient procedure authorization and scheduling with playbooks and digital consent and documentation.

Patient Support Services

Remove the friction from patient onboarding into support services—to get patients started on therapy fast and promotes adherence for better outcomes.

Data Model

Leverage a data model based upon HL7 FHIR to support provider, payer, and life sciences organizations.

Consent Management

Complete consent online, including HIPAA authorization, procedure-specific consent, program enrollment, and more.

Digital Documentation

Create, route, sign, and store documents digitally.

Omni-Channel

Support patients, families, and customers across web, phone, chat, email, in-person, and social media.

Self-Service

Drive patient or consumer self-service from a portal with knowledge, service catalogs, communities, and chatbots.

servicenow.

Virtual Agent

Improve the self-service experience with conversational guidance using a chatbot.

Knowledge Management

Provide instant access to relevant knowledge for patients, consumers and agents.

Communities

Connect patients, consumers, and employees with their peers to find answers and solve problems.

Agent Workspace

Enhance agent productivity with customized playbooks for healthcare and life sciences.

Playbooks for Customer Service

Manage case flows across teams by digitizing and automating service processes.

Guided Decisions

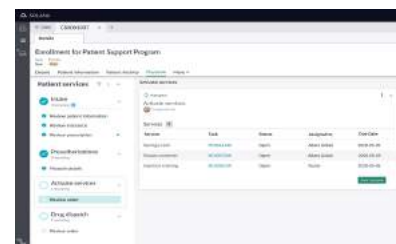
Dynamically guide agents to resolve cases with contextual next best action recommendations.

Predictive Intelligence

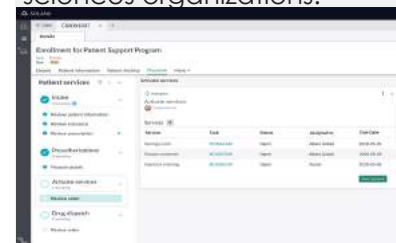
Use machine learning to route issues, recommend solutions, and identify self-service and case trends.

Performance Analytics

Unlock insights to anticipate trends, prioritize resources, and drive service improvements.



Patient Support Services: A workflow to overcome the hurdles faced by patients starting therapy in life sciences organizations.



Patient 360: A complete view of patient information so care can be provided with transparency, quality and speed.



Vaccine Administration Management: Manage vaccines from the factory to the front line with speed, scale, and flexibility.

Connected patient experiences

Reduced administrative costs and tasks

Effective staff and clinicians

[Learn more](#) about Healthcare and Life Sciences Service Management