



PERSISTENT

PATIENT
RETENTION

Helping you
stand out for your
**REFERRAL
MANAGEMENT
SYSTEM**
in your care network

salesforce

platinum consulting
partner





Helping you
stand out for your
**REFERRAL
MANAGEMENT
SYSTEM**
in your care network

- An unmanaged referral process leads to poor continuity and delays in care, medical errors, costly redundant testing, wasted resources and ultimately lower patient satisfaction rates
- 20% of the primary care patients don't show up where they are referred - ASPN Referral Study, 2007
- By adopting a systematic online referral management process, a healthcare network can significantly increase patient retention

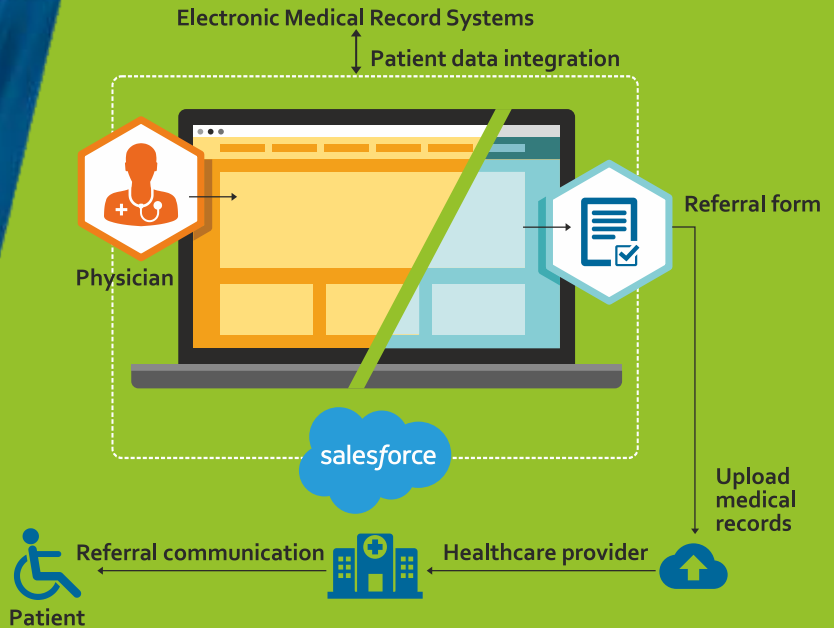


Challenges

- Manual process of referral still popular with physicians
- Data integration with multiple systems for online system
- Lack of tracking past referrals and data analytics

Solution

A physician portal built on Salesforce which allows physicians to refer patients in the care network along with relevant medical records.





Features

- New referral
- Tracking of past referrals
- Discharge view
- Chatter Collaboration
- Referral insights
- Care plan view



Benefits

- Maximize revenue for the care network
- Greater ROI on existing Salesforce investment
- Long-term patient relationships
- Spreading smiles





Salesforce expertise at Persistent

Strong healthcare industry experience and
development partner to Salesforce.com

350+
Salesforce.com
engagements

600+
Salesforce
Engineers

1000+
Consultants
in Persistent's
Cloud Practice

9.7
CSAT score
(out of 10)

Salesforce.com
Best Practices
& Accelerators

Force
Certified
Platinum
Partner



PERSISTENT

Persistent Systems Inc.

2055 Laurelwood Road, Suite 210
Santa Clara, CA 95054

www.persistent.com

Email: SF_solutions@persistent.com

CONTACT US

Anjumara Syed

Global head, salesforce.com practice
+91-9850572124
anjumara_Syed@persistent.com