

Simplified Patient Support, Improved Outcomes.

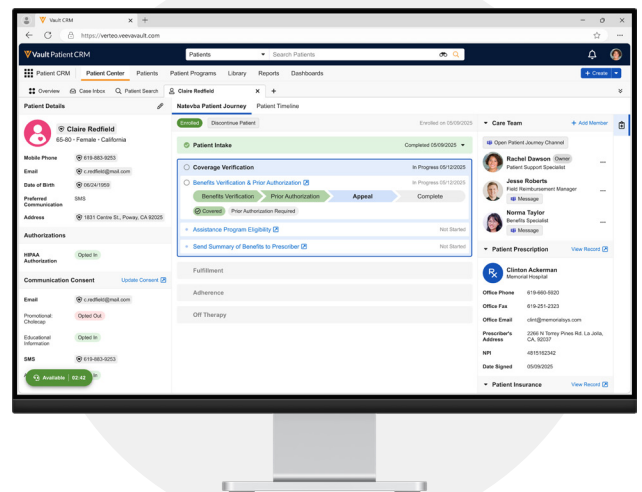
Compliantly improve patient outcomes by simplifying patient journey navigation and streamlining operations.

Patient CRM enables patient services teams with patient journey navigation, engagement channels, and content management capabilities.

Built on the Vault platform, Patient CRM leverages proven deep functionality optimized for patient services and engagement.

HIPAA-compliant security features protect patient data and manage consent.

Collaboration features enable connection and clarity across commercial teams.



Business Benefits

✓ Simplify Patient Journey Navigation

Manage every meaningful aspect of a patient's treatment journey within a single, simple to use interface.

✈ Elevate Care Coordination

Enhance collaboration across teams through native, compliant channels and a unified workspace.

👤 Compliantly Improve Patient Outcomes

Confidently support patients and manage their data with an industry-specific platform built to protect PHI/PII.

▶▶ Speed Services to Patients

Accelerate patient services processes with a connected platform, purpose-built for life sciences.

Features

- ✓ **HIPAA Compliant Core Data Model**
Designated PHI/PII attributes are natively encrypted at rest and in transit and masked in audit trails.
- ✓ **Patient Center**
Engage with patients and providers across inbound and outbound channels and capture key insights and notes with case management, omniconnect, and call center capabilities.
- ✓ **Program Inboxes and Views**
Centralize the receipt of new enrollments and requests, and organize all patient tasks from dedicated views.
- ✓ **Patient Search**
Easily locate patients to support enrollment, inbound requests, and inbound communication.
- ✓ **Program Enrollment Flows with AI Auto-Fill**
Ensure fast, accurate enrollment with minimal manual data input.
- ✓ **Program Patient Journey and Workflows**
Manage program services, (i.e. intake, coverage investigation, financial assistance eligibility, fulfillment, adherence, etc.) with program specific guided process workflows.
- ✓ **Consent Management**
Receive and manage authorization and consent across program and communication channels.
- ✓ **Care Team Set-Up and Alignment**
Enable role-based execution by aligning users to specific roles, groups, patients, and workflow tasks.
- ✓ **Content Management**
Receive, store, organize, and share all documents associated with a patient's treatment.
- ✓ **Communication Templates**
Utilize pre-built templates to generate and send customized communication to patients and providers with ease.
- ✓ **Analytics**
Measure program performance and operational efficiency through the Patient CRM Overview dashboard, and Vault Platform Reports and Dashboards.

Roadmap

FRM 2.0

A specialized FRM solution in Vault CRM, supported by a cross-Vault connector to compliantly share patient statuses, insights and cases directly from Patient CRM.