



# Microsoft Cloud for Healthcare **in a Day**

## Lab 01: Care Management

Step-by-Step Lab

30 minutes

January 2022

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# Overview

## Learning Objectives

In this lab, you will do the following:

- Explore the Healthcare Data Model
- Navigate the Care Management application
- Create a new Location record

## Prerequisites

- None

## Care Management Application

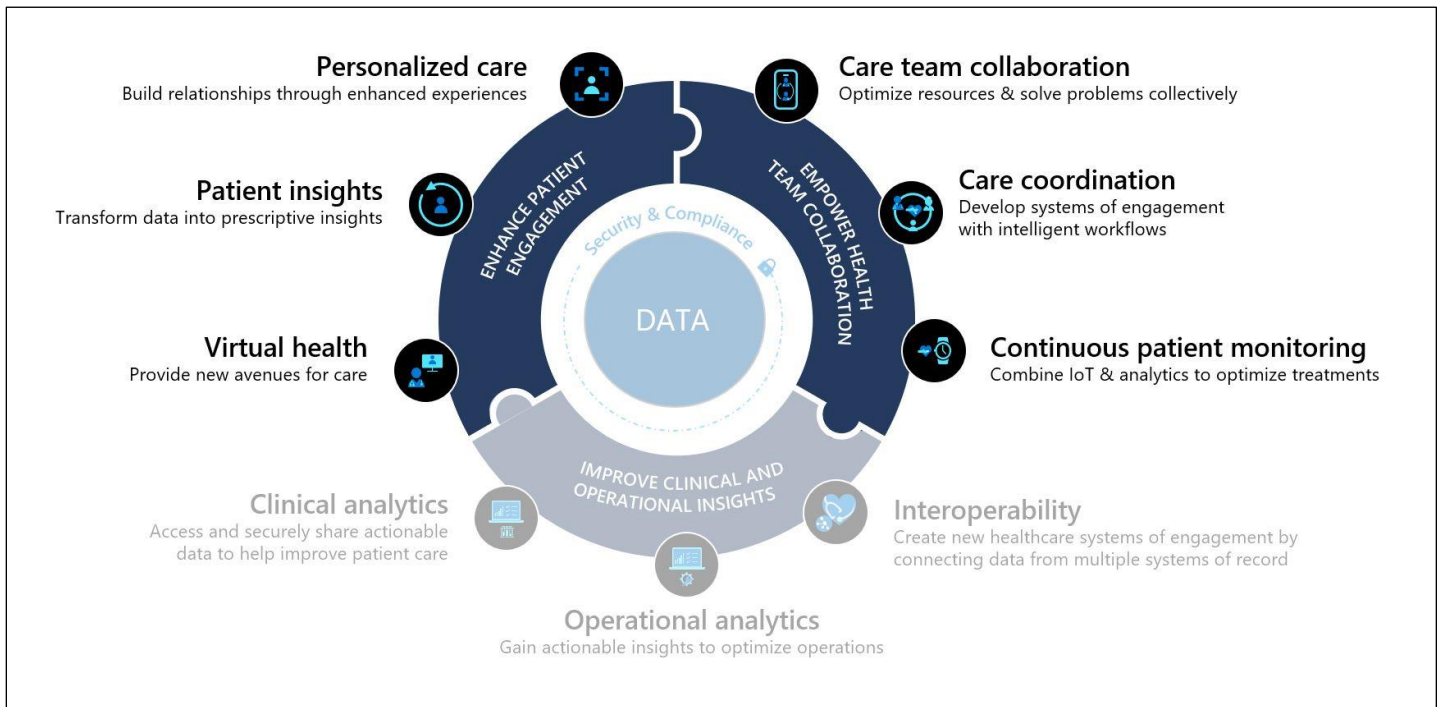
The **Care Management** application allows healthcare systems to provide coordinated care to each patient by quickly communicating the right information, at the right time, to the right people. Users can easily create, personalize, and enable new care plans for patients, manage care teams, and view patients' clinical timelines and care insights right within the application.

Key capabilities for Care Management include the following:

- **Care team:** View and collaborate with care teams to provide the best care for the patient.
- **Care plan:** Create and assign care plans and automate adherence to improve care coordination for your patients.
- **Clinical timeline:** Concise, sequential, and interactive view of patient's clinical occurrences.
- **Virtual clinic:** Provide your care team members the ability to perform virtual appointments with patients.

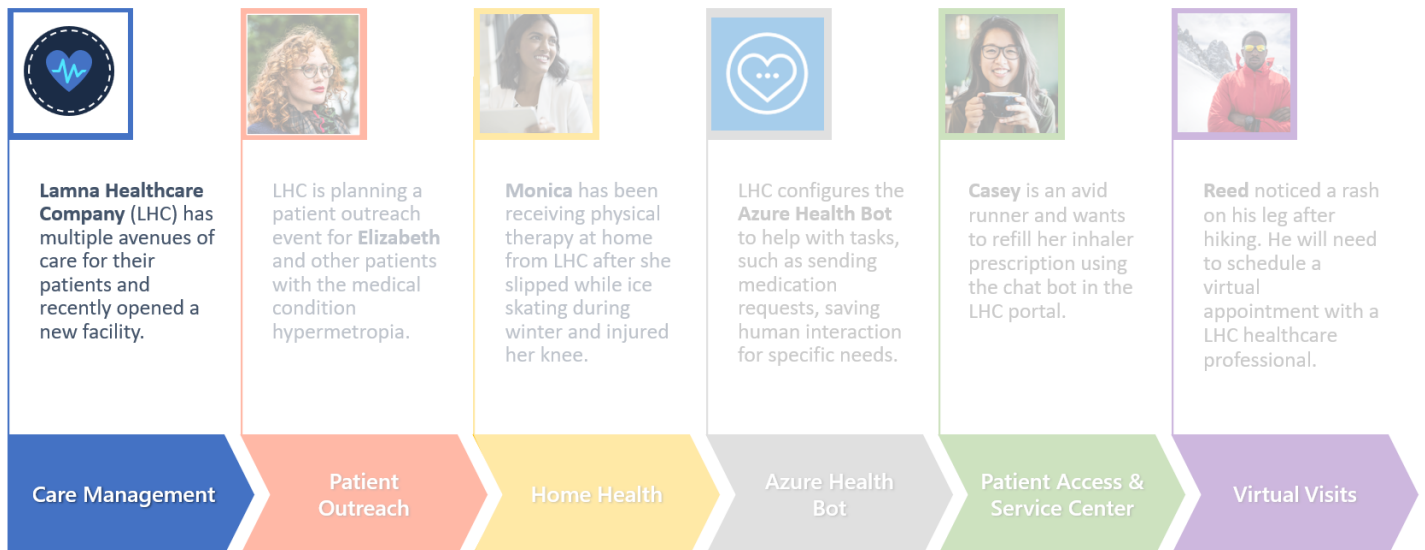
## Industry Prioritized Scenarios

Care Management focuses on both **Enhance patient engagement** and **Empower health team collaboration** priority scenarios. It creates a system that allows for enhanced care team collaboration and coordination, virtual care options, and a 360 view of patient healthcare data including patient insights.



## Healthcare Story

This lab will focus on the story of Lamna Healthcare Company, who is opening a new location in Redmond, WA.



Now that Lamna Healthcare Company's new location is ready to open, we need to ensure the new location record is in the system and that the employees understand the healthcare data model basics and how the tables and relationships are surfaced in the Care Management application.

# Exercise 1: Explore the Healthcare Data Model

In this exercise, you will learn about the core care management data tables. If you'd like to explore the tables in deeper detail on Microsoft Docs, please visit [Overview of Microsoft Cloud for Healthcare entities](#).

The healthcare data model uses some of the out-of-the-box tables from Dynamics 365 applications. The following Healthcare solutions use the built-in Dynamics 365 tables:

Healthcare solution	Dynamics 365 tables
Care Management	Account, Activities, Contact, Tasks
Home Health	Bookings, Incident, Products, Work Order
Patient Outreach	Lead/Lead Score, Marketing Emails, Contact, Tasks
Patient Service Center	Agent Script, Knowledge Article, Queues, Survey Response

Visit [Healthcare data model overview](#) on Microsoft Docs to learn more about the Healthcare data model.

## Task 1: Navigate Patient Details Tables and Relationships

In this task, you will explore the main tables related to Patient Data. Select each table name to navigate to the Microsoft Docs page that goes into detail about each table.

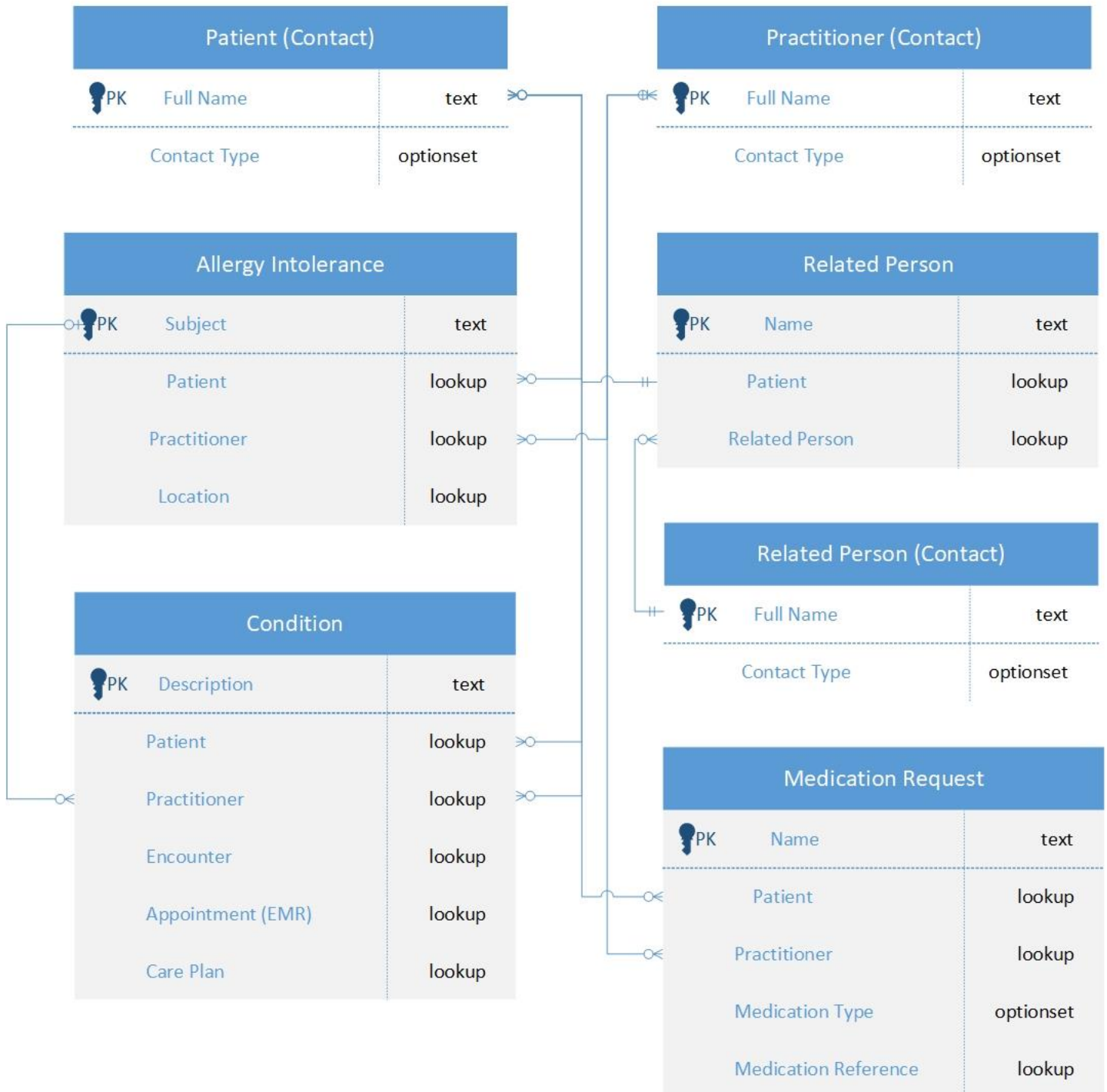
### Patient Detail Table Definitions

<a href="#">Patient (Contact)</a>	Person with whom a business unit has a relationship, such as customer, supplier, and colleague.
<a href="#">AllergyIntolerance</a>	Risk of harmful or undesirable, physiological response which is unique to an individual and associated with exposure to a substance.
<a href="#">Condition</a>	A clinical condition, problem, diagnosis, or other event, situation, issue, or clinical concept that has risen to a level of concern.
<a href="#">MedicationRequest</a>	An order or request for both supply of the medication and the instructions for administration of the medication to a patient.
<a href="#">RelatedPerson</a>	Information about a person that is involved in the care for a patient, but who is not the target of healthcare, nor has a formal responsibility in the care process.

See next page for the Patient Detail Entity Relationship Diagram.

# Patient Details

## Entity-Relationship Diagram



## Task 2: Navigate Clinical Data Tables and Relationships

In this task, you will explore the main tables related to Clinic Data. Select each table name to navigate to the Microsoft Docs page that goes into detail about each table.

### Clinical Data Table Definitions

<a href="#">Patient or Practitioner (Contact)</a>	Person with whom a business unit has a relationship, such as customer, supplier, and colleague.
<a href="#">Organization</a>	Top level of the Microsoft Dynamics 365 business hierarchy. The organization can be a specific business, holding company, or corporation.
<a href="#">Location</a>	Details and position information for a physical place where services are provided and resources and participants may be stored, found, contained or accommodated.
<a href="#">AppointmentEMR</a>	A booking of a healthcare event among patient(s), practitioner(s), related person(s) and/or device(s) for a specific date/time. This may result in one or more Encounter(s).
<a href="#">Procedure</a>	An action that is or was performed on a patient. This can be a physical intervention like an operation, or less invasive like counseling or hypnotherapy.
<a href="#">Encounter</a>	An interaction between a patient and healthcare provider(s) for the purpose of providing healthcare service(s) or assessing the health status of a patient.
<a href="#">EpisodeOfCare</a>	An association between a patient and an organization / healthcare provider(s) during which time encounters may occur.
<a href="#">Observation</a>	Measurements and simple assertions made about a patient, device or other subject.
<a href="#">CodeableConcept</a>	A Codeable Concept represents a value that is usually supplied by providing a reference to one or more terminologies, but may also be defined by the provision of text.

See next page for the Clinical Data Entity Relationship Diagram.

# Healthcare Clinical Data

## Entity-Relationship Diagram





### Task 3: Navigate Care Plan Management Tables and Relationships

In this task, you will explore the main tables related to Care Plan Management. Select each table name to navigate to the Microsoft Docs page that goes into detail about each table.

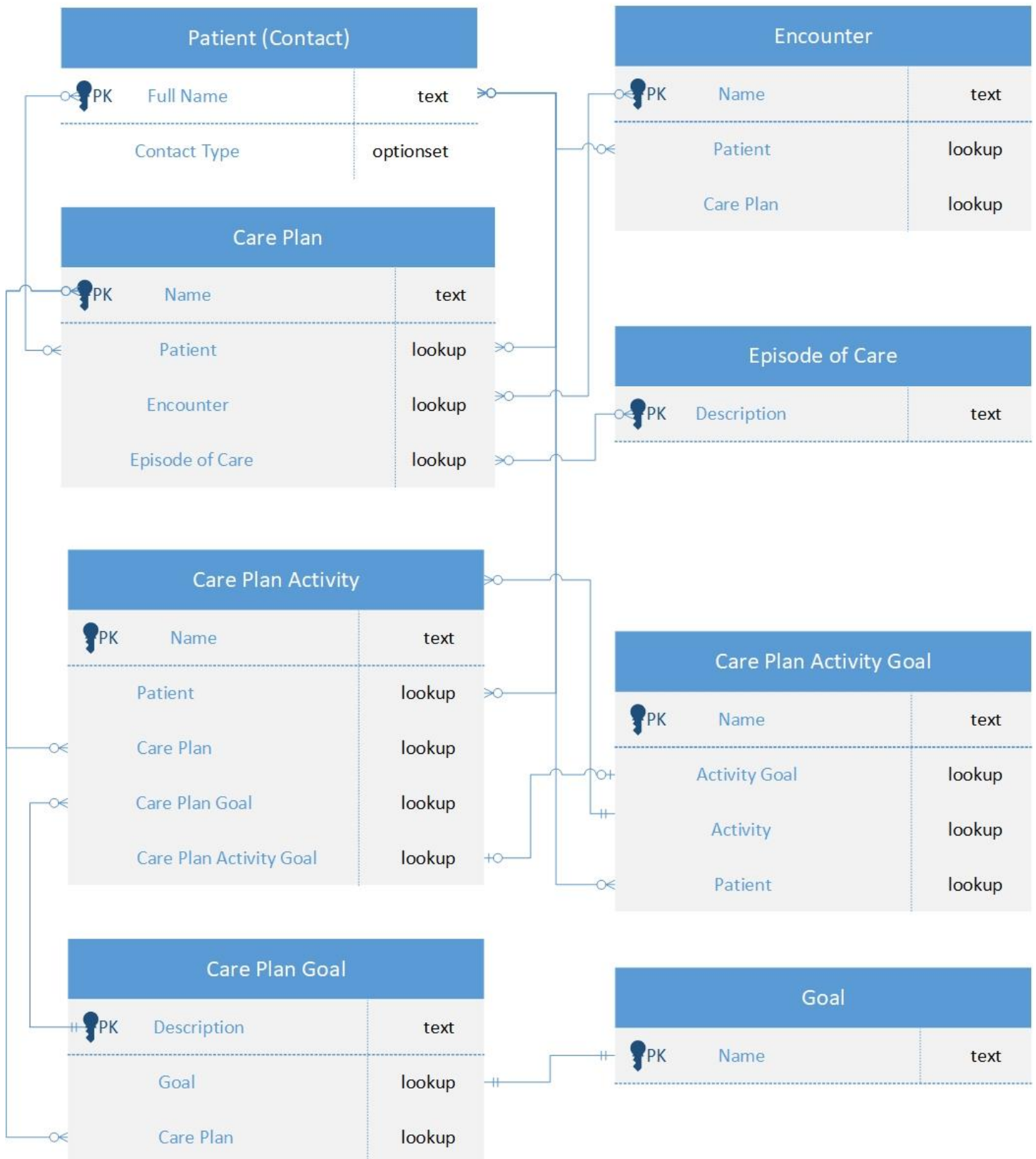
#### Care Plan Management Table Definitions

<a href="#">Patient (Contact)</a>	Person with whom a business unit has a relationship, such as customer, supplier, and colleague.
<a href="#">CarePlan</a>	Describes the intention of how one or more practitioners intend to deliver care for a particular patient, group or community for a period of time, possibly limited to care for a specific condition
<a href="#">CarePlanActivity</a>	Identifies a planned action to occur as part of the plan. For example, a medication to be used, lab tests to perform, self-monitoring, education, etc.
<a href="#">CarePlanActivityGoal</a>	Internal reference that identifies the goals that this activity is intended to contribute towards meeting.
<a href="#">Goal</a>	Target objective for a user or a team for a specified time period.
<a href="#">CarePlanGoal</a>	Describes the intended objective(s) of carrying out the care plan.
<a href="#">Encounter</a>	An interaction between a patient and healthcare provider(s) for the purpose of providing healthcare service(s) or assessing the health status of a patient.
<a href="#">Episode of Care</a>	An association between a patient and an organization / healthcare provider(s) during which time encounters may occur.

See next page for the Care Plan Management Entity Relationship Diagram.

# Care Plan Management

## Entity-Relationship Diagram



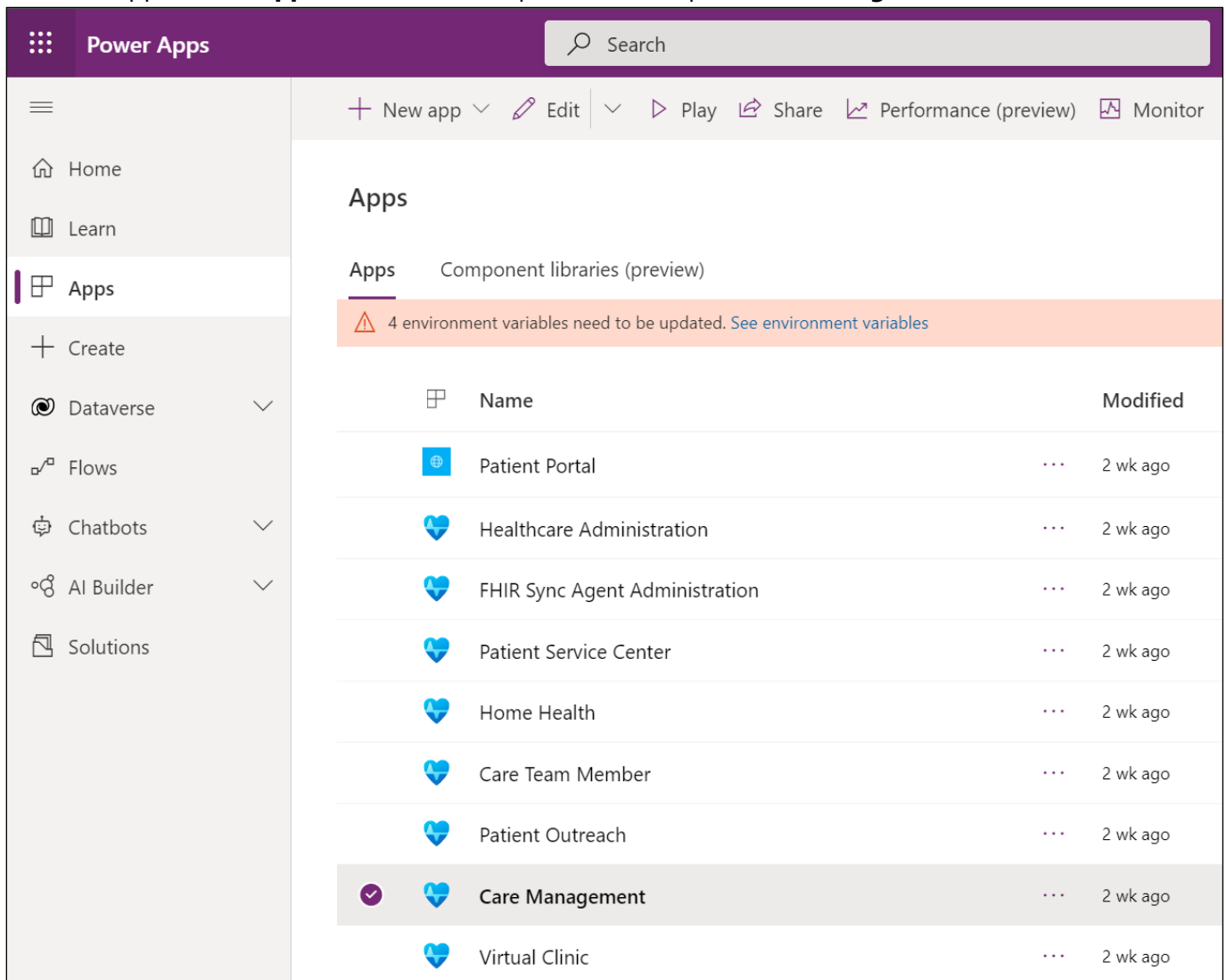
## Exercise 2: Navigate Care Management Application

In this exercise, you will navigate the patient record and explore all the detailed information that is captured about the patient by Microsoft Cloud for Healthcare. In this case, we will examine the healthcare information of Amber Rodriguez to see how a care team member would obtain a full view of the patient.

1. Navigate to <http://make.powerapps.com/> in an In-Private or Incognito window. If you are in an official training class, sign in with your assigned user.
2. Select the proper **Environment** in the upper right. If you are in an official training class, select your assigned environment.



3. In Power Apps, select **Apps** in the left sitemap. Select and open **Care Management**.



4. You will be landed in the **Health Analytics** section showing the **Care Coordinator Dashboard**. This is a helpful tool for care coordinators to get a complete view of their healthcare organization data, including care plans, care plan activities, care plan goals, appointments (EMR), and activity timeline.

**Dynamics 365 Care Management** Sandbox

Save As New Set As Default Refresh All

### Care Coordinator Dashboard

**Administration**

- Home
- Recent
- Pinned
- Health Analytics
- People
- Organizations
- Locations
- Care Management
  - Care Plans
  - Care Plan Activities
  - Care Plan Goals
- Clinical Data
  - Observations
  - Encounters
  - Procedures
  - Appointments (EMR)
- Templates
  - Care Plan Templates

**Active Care Plan Activities**

- Care Plan Activity - Adam Atkins - A...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...
- Care Plan Activity - Amber Rodriguez...

**All Open Appointments (EMR) C...**

- Amy Atkins
- Andrew Atkins
- Amber Rodriguez
- Jessie Irwin
- Kayla Lewis
- Amber Rodriguez
- Elizabeth Moore

**Timeline**

- Appointment (EMR) from Allen Contoso
- Appointment (EMR) from Allen Contoso
- Appointment (EMR) from Allen Contoso
- Appointment (EMR) from Allen Contoso
- Appointment (EMR) from Allen Contoso
- Appointment (EMR) from Allen Contoso
- Appointment (EMR) from Allen Contoso

**Active Care Plans**

Active Care Plans by Status

- Active
- Draft

**Active Care Plan Goals**

Care Plan Goal by Status

- Active

5. Select **People** in the left Site Map.

**Administration**

- Health Analytics
- People**
- Organizations
- Locations

6. Find and select **Amber Rodriguez** from the Active Patients view. Open the record by double clicking or selecting Edit in the command bar.

Active Patients

Group By: (no grouping)

Date of Birth	Full Name	Administrative Gender	Deprecated - Medical Record Number	Emergency Contact Name	Primary Practitioner	Mobile Phone
11/15/1965	Amber Rodriguez	Male	MRN2631-2120	Kai Carter	Jamie Evans	555-555-0100
8/18/2004	Casey Jensen	Female	MRN1156-6243	Morgan Connors	Riley Ramirez	555-555-0100
1/29/2001	Elizabeth Moore	Female	MRN4278-7517	Kai Carter	Jamie Evans	555-555-0100
7/1/2014	Jessie Irwin	Male	MRN6734-1484	Kendrell Collins	Riley Ramirez	555-555-0100

7. Take a moment to examine the **Summary** tab on Amber's patient record. The purpose of the patient record is to give a comprehensive view of Amber's latest information. In the summary tab, the care team member will have a full view of Amber's **Conditions, Test Results, Patient Relationships, Allergies and Sensitivities, Clinical Data, and Patient Interactions**.

Amber Rodriguez - Saved  
Contact

11/15/1965 Date of Birth Male Gender --- Marital Status Jamie Evans Primary Practitioner

Summary Profile Clinical Timeline Care Team Care Plan Related

### Conditions

+ New

Chlamydia trach... Recurrence 10/25/2021	Cerebral palsy - f... Inactive 10/20/2021
Gonorrhea - for ... Resolved 10/19/2021	Cherubism - for ... Inactive 9/25/2021
Chronic fatigue s... Inactive 9/12/2021	Heart disease - f... Resolved 9/10/2021

[View all](#)

### Allergies and Sensitivities

+ New

^127^Antimony Confirmed Unable to Assess Risk	2,3-Dihydroxybe... Confirmed Low Risk
Phosphoenolpyr... Unconfirmed Low Risk	

[View all](#)

### Health Assistant

Assistant

No notifications or suggestions  
Check back later to see what's new and stay up to date.

### Test Results

Conclusion ↑ Status ↓

No data available.

### Clinical Data

#### Medication Requests

Select

100MG chewables. Tables Cancelled 11/25/2020 10:21 PM	
Anksterail Stopped 10/7/2020 11:34 AM	
Bealesters On Hold 10/19/2020 12:04 AM	
BlankZi Inc Stopped 11/10/2020 3:02 PM	

### Patient Interactions

#### Timeline

Search timeline

Enter a note...

- Appointment from michael@msdynaccelerators.onmicrosoft.com  
Follow up coverage on Walker  
Follow Up coverage on walker replacement  
Overdue  
11/9/2020 10:30 PM
- Phone Call from Home Health Check Follow Up  
Checking in after walker broke  
Active  
1/3/2022 12:21 AM
- Auto-post on Replacement Walker Needed  
Case: Created by Allen Contoso for Contact Amber Rodriguez.  
1/3/2022 12:10 AM
- Auto-post on Walker Leg Broken

8. In the **Conditions** section, the care provider can get a view of all of Amber's pre-existing conditions.

### Conditions

+ New

Chlamydia trach... Recurrence 10/25/2021	Cerebral palsy - f... Inactive 10/20/2021
Gonorrhea - for ... Resolved 10/19/2021	Cherubism - for ... Inactive 9/25/2021
Chronic fatigue s... Inactive 9/12/2021	Heart disease - f... Resolved 9/10/2021


[View all](#)

9. In the **Patient Relationships** section, you can see Amber's related people in the system.

### Patient Relationships

✓	Name	Relationship	Mobile Phone (Name)	E
	Ana Bowman	---	555-555-0100	A
	Jordan Mitchell	---	555-555-0100	J
	Grace Taylor	---	555-555-0100	C

10. In the **Allergies and Sensitivities** section, you can get a singular point of view of all the reported allergies that the care givers need to be aware of for the patient.


**Allergies and Sensitivities**
+ New

<sup>127</sup>Antimony  
Confirmed  
Unable to Assess Risk

2,3-Dihydroxybe...  
Confirmed  
Low Risk

Phosphoenolpyr...  
Unconfirmed  
Low Risk

[View all](#)

11. In the **Clinical Data** section, you can cycle through the various icons to see different medical details including **medical requests**, **encounters**, **procedures**, and **observations**. This is a simple and efficient way to observe patient healthcare details.





Clinical Data

Medication Requests

1

100MG chewables. Tables  
Cancelled  
11/25/2020 10:21 PM

:

An

Anksterail  
Stopped  
10/7/2020 11:34 AM

:

Be

Bealesters  
On Hold  
10/19/2020 12:04 AM



:

Bl

BlankZi Inc  
Stopped  
11/10/2020 3:02 PM

:

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Page 1





Clinical Data

Encounter

PE

Patient Encounter - Amber Rodriguez - for MRN0133-...  
Amber Rodriguez  
Amber Rodriguez - Appointment for MRN4884-2684

:

PE

Patient Encounter - Amber Rodriguez - for MRN2830-...  
Amber Rodriguez  
Amber Rodriguez - Appointment for MRN4884-2684

:

PE

Patient Encounter - Amber Rodriguez - for MRN3456-...  
Amber Rodriguez  
Amber Rodriguez - Appointment for MRN1522-6564



:

PE

Patient Encounter - Amber Rodriguez - for MRN3515-...  
Amber Rodriguez  
Amber Rodriguez - Appointment for MRN8852-4208

:

1 - 4 of 8



Page 1





Clinical Data

Procedures

Bm

Benzodiazepine measurement - for MRN2372-5173  
Aborted  
9/4/2021 7:58 AM

:

Cr

Closed reduction of coxofemoral joint dislocation wit...  
Entered in Error  
9/10/2021 8:25 PM

:

Ea

Esophagoenteric anastomosis, intrathoracic - for MR...  
Aborted  
10/20/2021 10:03 PM



:

Eo

Excision of varicose vein - for MRN2814-0353  
Unknown  
10/19/2021 4:25 AM

:

1 - 4 of 8



Page 1





Clinical Data

Observations

Ob

Observation based on - MRN2120-0613-1  
Amber Rodriguez  
Three tripod testers

:

Ob

Observation based on - MRN2120-0613-2  
Amber Rodriguez  
Single catheter

:

Ob

Observation based on - MRN3630-6762-1  
Amber Rodriguez  
Ice skate



:

Ob

Observation based on - MRN3630-6762-2  
Amber Rodriguez  
Ice skate

:

1 - 4 of 16



Page 1

12. The **Patient Interactions** section shows any activity, note, or post and can be filtered or sorted.

### Patient Interactions

Timeline

Search timeline

Enter a note...

Appointment from michael@msdynaccelerator...

Follow up coverage on Walker

Follow Up coverage on walker replacement

Overdue

11/9/2020 10:30 PM

Phone Call from

Home Health Check Follow Up

Checking in after walker broke

Active

1/3/2022 12:21 AM

Auto-post on Replacement Walker Needed

Case: Created by Allen Contoso for Contact Amber Rodriguez.

1/3/2022 12:10 AM

Auto-post on Walker Leg Broken

Case: Created by Allen Contoso for Contact Amber Rodriguez.

1/3/2022 12:10 AM

AC

Appointment with

Subject: Amber Rodriguez - Appointment for MRN8704-5721

Status: Fulfilled

9/8/2021 4:11 PM

13. Click on the Profile Tab to get **Patient, Address, and Insurance Information**. In the Patient Information, notice that key patient data such as Date of Birth and Primary Practitioner are shown. The healthcare data model uses the contact entity from the Common Data Model and defines the type of contact as patient, practitioner, or related person. This determines the type of form shown.

### Patient Information

First Name	<div>+</div> Amber
Last Name	<div>*</div> Rodriguez
Gender	Male
Marital Status	---
Date of Birth	11/15/1965 <div></div>
Primary Practitioner	<div></div> Jamie Evans
Email	Amber.Rodriguez@contoso.com <div></div>
Home Phone	555-555-0100 <div></div>
Mobile Phone	555-555-0100 <div></div>
Business Phone	423-555-0100 <div></div>

14. Select the **Clinical Timeline** tab. On this tab, a care team member will be able to view a weekly calendar of the patient's clinical information as well as a list of any upcoming or previous events.

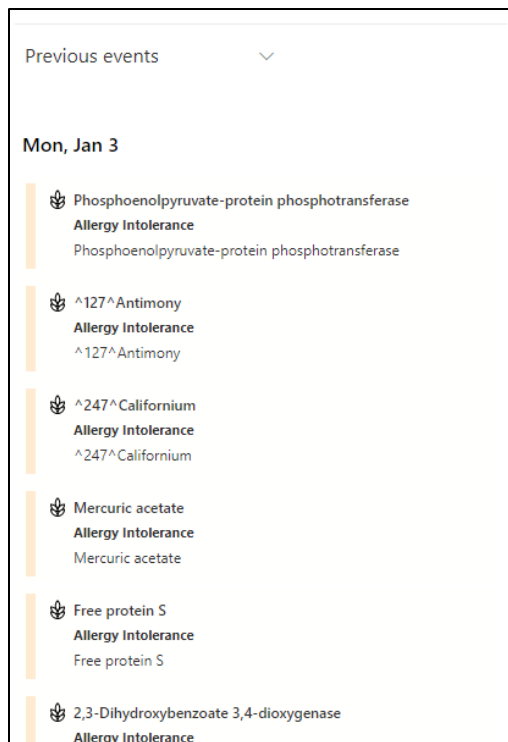
The screenshot shows the 'Patient Clinical Timeline' for Amber Rodriguez. The interface includes a header with patient information (Amber Rodriguez, 11/15/1965, Male, Married, Primary Practitioner: Jamie Evans) and navigation tabs (Summary, Profile, Clinical Timeline, Care Team, Care Plan, Related). The main area displays a weekly calendar for January 2022, with the date 'Jan 7' selected. A list of clinical events is shown on the left, including 'Phosphoenolpyruvate...', '^127^Antimony', '^247^Californium', 'Mercuric acetate', 'Free protein S', '2,3-Dihydroxybenzoat...', and 'Ribose-5-phosphate is...'. All events are categorized as 'Allergy Intolerance'. On the right, a dropdown menu for 'Upcoming events' is visible, and a message states 'No records to show.'

15. Select the **Upcoming events** dropdown in the right pane and switch to **previous events**.

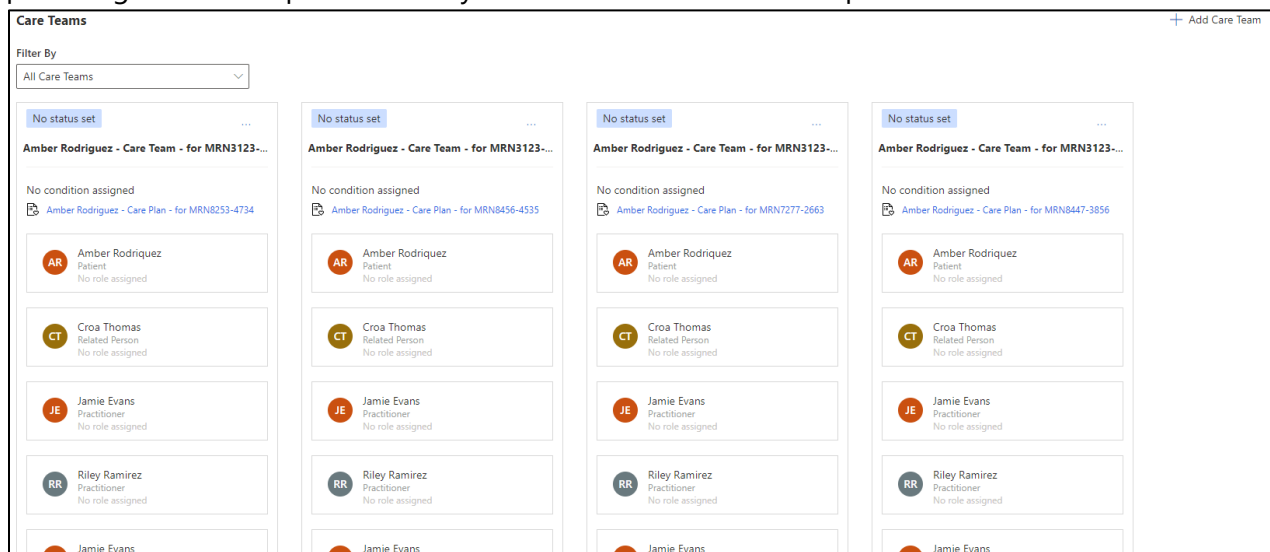
The screenshot shows a dropdown menu for 'Upcoming events'. The menu is open, displaying two options: 'Upcoming events' (highlighted) and 'Previous events' (in blue text). Below the menu, a message states 'No records to show.'

16. See the list of events Amber had previously including **Appointments**, **Care Plans**, **Encounters**, and **Medication Requests**.





17. Select the **Care Team** tab. On this tab, the care team member can find other members who may be providing care to the patient for any current conditions and care plans.



18. Select the **Care Plan** tab. On this tab, the care team member will be able to see a full view of all the Care Plans associated to the patient. This includes a list of their care plan activities and statistics for completed activities and goals. You can create a new care plan or filter by care plan type in this view.

Amber Rodriguez - Saved

Contact

11/15/1965

Male

---

Jamie Evans

Date of Birth

Gender

Marital Status

Primary Practitioner

Summary

Profile

Clinical Timeline

Care Team

Care Plan

Related

Assigned Care Plans

All Time

8

Activities Complete

New and Existing Care Plans

34%

Goals Complete

New and Existing Care Plans

0%

CARE PLANS

+ New Care Plan

Filter By

Active

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

Amber Rodriguez - Care Plan - for MRN

4 Care Team Members

CT RR JE JE

Cancel Pause Complete

19. Finally, select the **Related** tab to see any additional details related to the patient record.

Related - Common

Allergy Intolerances

Entitlements

Audit History

Connections

Social Profiles

Playbooks

Appointments (EMR)

Care Plan Activities

Care Plan Activity Goals

Care Plans

Care Teams

Claims

Conditions

Coverages

Medication Requests

Procedures

Referral Requests

Billing Account

Vendor Contact

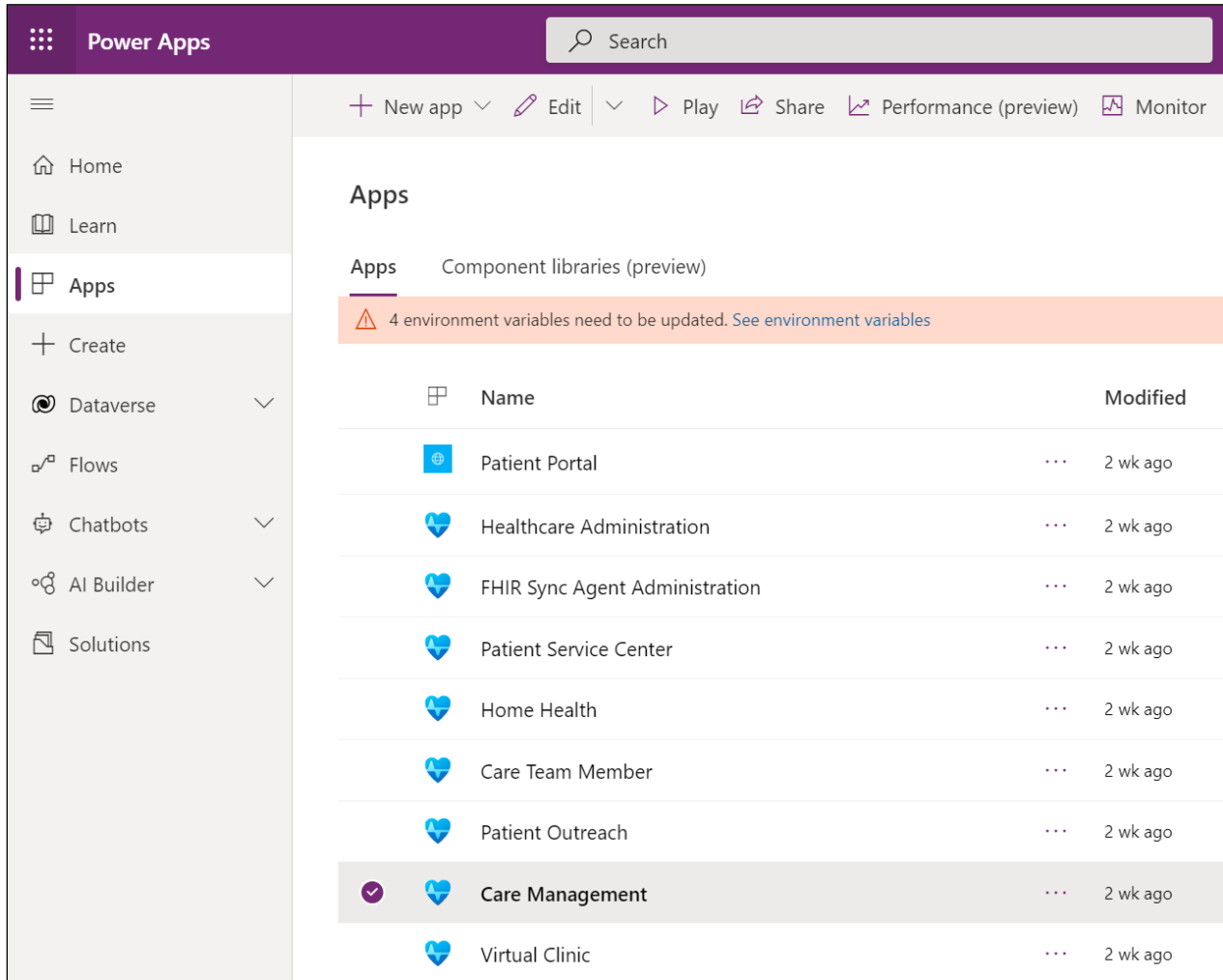
Home Care

**Congratulations!** You have explored the Care Management app and its featured data within a patient record.

## Exercise 3: Create a New Location

In this exercise, you will be creating a new Location record for the **Lamna Healthcare Company** Organization. They have opened a new branch in **Redmond, WA** and we need to ensure this location is in the system.

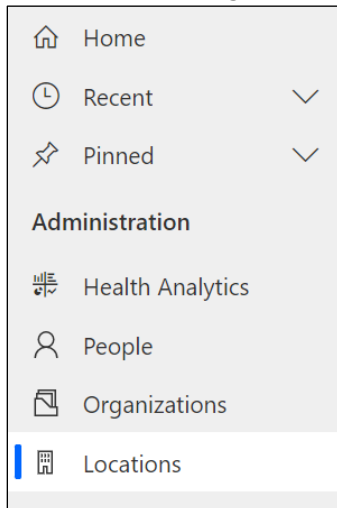
1. Select and open **Care Management** from the Apps list if you do not already have it open.



The screenshot shows the Power Apps interface. The left sidebar contains navigation options: Home, Learn, Apps (selected), Create, Dataverse, Flows, Chatbots, AI Builder, and Solutions. The main area displays the 'Apps' list. At the top, there is a search bar and a toolbar with options: New app, Edit, Play, Share, Performance (preview), and Monitor. Below the toolbar, the 'Apps' section is active, showing a list of applications. A warning message at the top of the list states: '4 environment variables need to be updated. See environment variables'. The list of apps includes: Patient Portal, Healthcare Administration, FHIR Sync Agent Administration, Patient Service Center, Home Health, Care Team Member, Patient Outreach, Care Management (highlighted with a checkmark), and Virtual Clinic. Each app entry shows its name, a status icon, and a 'Modified' timestamp of '2 wk ago'.

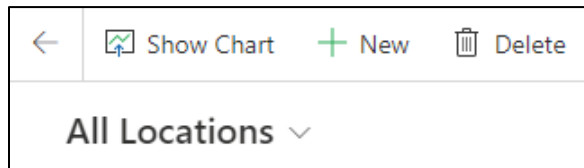
Name	Modified
Patient Portal	2 wk ago
Healthcare Administration	2 wk ago
FHIR Sync Agent Administration	2 wk ago
Patient Service Center	2 wk ago
Home Health	2 wk ago
Care Team Member	2 wk ago
Patient Outreach	2 wk ago
<b>Care Management</b>	2 wk ago
Virtual Clinic	2 wk ago

2. In the Care Management sitemap on the left, select **Locations**.






The screenshot shows the Care Management sitemap. The left sidebar contains navigation options: Home, Recent, Pinned, Administration, Health Analytics, People, Organizations, and Locations (highlighted with a blue bar). The main area displays the 'Locations' section, which is currently empty.

3. In the **All Locations** view, select **+New**.

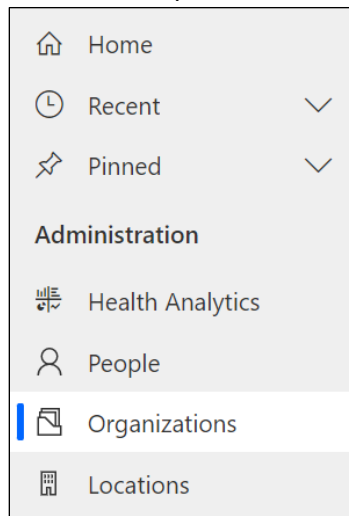


4. Fill in the following information for the new location:
- Name:** Lamna Healthcare – Redmond, WA
  - Address City:** Redmond
  - Address State:** WA
  - Managing Organization:** Lamna Healthcare Company

New Location	
<b>General</b>	
Name	* Lamna Healthcare – Redmond, WA
Address City	Redmond
Address Country	---
Address District	---
Address Period End	--- 
Address Period Start	--- 
Address Postal Code	---
Address State	WA
Alias 1	---
Alias 2	---
Alias 3	---
Description	---
Location Number	---
Managing Organization	 Lamna Healthcare Company
Operational Status	---
Mode	---

5. Click **Save & Close**. Now let's see the new location in the Managing Organization record.

6. In the sitemap on the left, select **Organizations**.



7. Change the grid view in the drop-down from "My Active Accounts" to "**Active Accounts**".

The screenshot shows the application's navigation sidebar on the left and a dropdown menu for 'My Active Accounts' on the right. The sidebar includes links for Home, Recent, Pinned, Administration, Health Analytics, People, Organizations (which is currently selected), Locations, Care Management, and Clinical Data. The 'My Active Accounts' dropdown menu is open, displaying a list of system views. The views listed are: My Active Accounts, Accounts Being Followed, Accounts I Follow, Accounts: Influenced Deals That We Won, Accounts: No Campaign Activities in Last 3 Months, Accounts: Responded to Campaigns in Last 6 Months, Active Accounts (which is highlighted), All Accounts, Excluded Accounts Campaigns, Inactive Accounts, My Connections, Selected Accounts Campaigns, and Service Account.

8. Once in the **Active Accounts** view, select the **Lamna Healthcare Company** Organization.

Active Accounts ▾					
Search this view 🔍					
✓	Account Name ↑ ▾	Main Phone ▾	Address 1: City ▾	Primary Contact ▾	Email (Primary Contact) ▾
	Butler Household	555-555-0102	---	Madison Butler	Madison.Butler@contoso.com
	Contoso, Ltd.	417-547-4423	Stark City	---	---
	Endoscopy and Surgicenter	---	Elma	---	---
	Endoscopy Center	---	Bayamon	---	---
	Eye Care Surgery Center	---	Glen Easton	---	---
	Fabrikam Inc	423-555-0100	Loyal	---	---
	Humongous Insurance	423-555-0100	Middlefield	---	---
	Irwin Household	555-555-0100	---	Jessie Irwin	Jessie.Irwin@contoso.com
	Jensen Household	555-555-0101	---	Casey Jensen	Casey.Jensen@contoso.com
✓	Lamna Healthcare Company	423-555-0100	Elko New Market	---	---
	Moore Houshold	555-555-0105	---	Elizabeth Moore	Elizabeth.Moore@contoso.com

9. On the Lamna Healthcare Company record, click the **Related** tab and scroll down to select **Locations**.

The screenshot shows the 'Lamna Healthcare Company' record. The 'Related' tab is selected, and the 'Locations' option is highlighted in the dropdown menu. The 'ACCOUNT INFORMATION' section shows the following details:

Field	Value
Account Name	Lamna Healthcare Company
Phone	423-555-0100
Fax	---
Website	---
Parent Account	---
Ticker Symbol	---

10. You will see the newly created **Lamna Healthcare – Redmond, WA** location associated to the record.

The screenshot shows the 'Lamna Healthcare Company' record with the 'Locations' tab selected. The 'Location Associated View' table displays the following data:

Name	Created On	Physical Type	Address Use	Address State	Address Period ...	Address Period ...	Address City	Type
Contoso Pharmaceuticals	8/19/2021 3:46 PM	---	Home	PA	9/28/2020 5:2...	12/27/2020 6:...	Ringtown	---
Fabrikam Residences	8/19/2021 3:46 PM	---	Home	IL	9/28/2020 5:2...	12/27/2020 6:...	Galesburg	---
Lamna Healthcare – Redmond, WA	9/14/2021 4:50 PM	---	---	WA	---	---	Redmond	---

**Congratulations!** You created a new location in Redmond, WA for Lamna Healthcare Company using the Care Management application.

# Summary

**Nice work!** You have completed **Lab 01 - Care Management**.

In this lab, you learned how to do the following:

1. Explore the healthcare data model
2. Navigate Care Management application and patient records to discover their clinical data
3. Create a new branch location record associated with an organization