

# Medicare Cloud – Phase 1

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## 1. Problem Understanding & Industry Analysis

The healthcare industry is undergoing a rapid digital transformation, with increasing demand for cloud-based solutions that improve patient care, streamline operations, ensure compliance, and reduce costs. Hospitals, clinics, insurance providers, and diagnostic centers face challenges in managing large amounts of medical records, maintaining HIPAA compliance, and enabling secure data sharing.

Medicare Cloud aims to provide a secure, scalable, and compliant platform that empowers healthcare providers to manage patient records, appointments, billing, and telemedicine services efficiently.

## 2. Requirement Gathering

### Functional Requirements:

- Secure storage of patient medical records.
- Appointment booking and scheduling system.
- Billing and insurance claim management.
- Role-based access for doctors, patients, and administrators.
- Integration with telemedicine and e-prescriptions.
- Analytics dashboards for patient health trends.

### Non-Functional Requirements:

- Data security & HIPAA/GDPR compliance.
- High availability and scalability.
- Mobile-first responsive design.
- Seamless integration with third-party healthcare systems.

## 3. Stakeholder Analysis

Stakeholder	Role	Needs/Expectations
Patients	End-users	Easy appointment booking, access to medical records, secure communication with

Doctors & Specialists	Service providers	doctors.
		Quick access to patient history, e-prescriptions, remote consultations.
		Manage staff schedules, billing, insurance claims, compliance monitoring.
		Smooth claims processing, integration with hospital systems.
Hospital Admins	Managers	
Insurance Companies	Partners	
IT & Compliance Teams	Support	Data privacy, HIPAA/GDPR adherence, system security.

#### 4. Business Process Mapping

##### As-Is Process (Traditional Healthcare System):

- Patients call hospitals to book appointments.
- Medical records stored in paper or fragmented systems.
- Claims processed manually with long delays.
- Limited data sharing between providers.

##### To-Be Process (With Medicare Cloud):

1. Patients log into Medicare Cloud portal or app.
2. Book appointments with doctors directly.
3. Medical records securely stored in the cloud, accessible anytime.
4. Automated billing & insurance claim processing.
5. Telemedicine consultation enabled.
6. Analytics dashboards provide actionable insights.

#### 5. Industry-Specific Use Case Analysis

Use Case	Description	Benefit
Patient Self-Service Portal	Patients can view health records, prescriptions, and book appointments.	Improved patient satisfaction and engagement.

Telemedicine Integration	Virtual consultations between doctors and patients.	Reduces hospital crowding, improves accessibility.
Insurance Claim Automation	Automatic claim submission and verification.	Faster processing, reduced administrative costs.
Predictive Health Analytics	AI-driven health insights from patient data.	Early detection of diseases, better treatment outcomes.

## 6. AppExchange Exploration

To accelerate development and leverage existing Salesforce ecosystem capabilities, the following AppExchange solutions are explored:

- Health Cloud – Pre-built patient management features.
- MuleSoft – Integration with third-party healthcare systems (labs, pharmacies).
- DocuSign for Salesforce – For digital signatures on medical documents.
- nCino Compliance Suite – Regulatory compliance management.
- Telehealth Integration Apps – Video consultation plug-ins.

These tools can be extended or customized to fit Medicare Cloud requirements, reducing development time and ensuring scalability.