Phase 10 – Final Representation & Demo Day

Project Title : SmartCare CRM – Salesforce-Powered Healthcare Management & Patient Engagement Suite

Created by : Saguturu Venkata Krishna Shruthi

1. Pitch Presentation

Problem: Manual hospital processes cause scheduling conflicts, lost patient info, and operational inefficiencies.

Solution: A Salesforce Lightning app automating patient registration, appointment scheduling, doctor assignments, prescriptions, and reminders.

Business Value: Faster, more reliable patient care; reduced errors; enhanced admin visibility and patient satisfaction.

2. Demo Walkthrough

Setup: System configured with hospital timezone, working hours, and user roles (Admin, Doctor, Receptionist).

Data Model: Custom objects for Patient, Doctor, Appointment, and Prescription linked with relationships.

Automation: Apex triggers ensure data integrity; flows automate doctor notifications and appointment reminders.

UI: Customized home pages and record pages with dashboards; utility bar enhances navigation.

3. Feedback Collection

Monitor metrics: Missed appointments, doctor utilization, patient satisfaction.

Stakeholder input: Ease of use for receptionists and doctors; dashboard usefulness for administrators.

4. Handoff Documentation

Architecture: Salesforce platform, custom objects, Apex programming, Salesforce Flows, and validation rules.

Security: Role-based access control with private object sharing, permissions tailored per user type.

Data Handling: Bulk CSV import capabilities, weekly exports for backup, audit trail for config changes.

Reporting: Custom reports tracking appointments, missed visits, and doctor performance metrics.

5. __GitHub/Portfolio Showcase__

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Highlights: Complete Salesforce-based system with full-stack development using Apex, Lightning Web Components, and automation processes.

Skills Demonstrated: Data modeling, security, API integration, reporting, user interface design, and project lifecycle management.

Impact: Streamlined hospital workflows, improved patient-physician coordination, reliable data, and operational insights.

Conclusion

The **SmartCare CRM – Salesforce-Powered Healthcare Management & Patient Engagement Suite** was successfully developed and deployed. By digitizing hospital operations in Salesforce, the project improved scheduling, enforced data quality, automated reminders, prevented duplicates, and provided powerful reporting. The solution now ensures efficient healthcare service delivery, better doctor-patient coordination, and stronger hospital management.

GitHub Link : https://github.com/SaguturuShruthi/Salesforce_SmartCare-CRM.git

Demo Video Link : https://drive.google.com/file/d/1UzXJImADRMzI0B0t6y8wrElA-wjNOQmZ/view?usp=sharing