



Microsoft Cloud for Healthcare Industry Hack

Lab 04: Care Team Review & Follow-up

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Resources

Note: If you are in an official training, the environment has been set up and provided to you.

This is the **final** lab in a series of deep dives covering the Microsoft Cloud for Healthcare. The assumption is you have successfully reviewed the preliminary presentations and completed environment setup prior to beginning this lab.

Before You Begin

Note: If you are in an official training, the user credentials and environment have been provided to you.

1. You must be connected to the internet.
2. Open an internet browser in either In-Private or Incognito mode.
3. Navigate to [Power Apps](#) and sign-in with your user credentials.
4. Select the correct environment from the upper-right Environment drop down.



Recommended Resources

The following resources provide a full understanding of the Microsoft Cloud for Healthcare and its components and are helpful general resources:

- [Microsoft Cloud for Healthcare](#)
- [Microsoft Cloud for Healthcare Documentation](#)

The following additional resources may be helpful throughout the course of the Hack:

- [Microsoft Power Automate documentation](#)
- [Trigger Flows with Dataverse events](#)
- [Create a cloud flow by using Dynamics 365](#)

Lab Goals

After this lesson you will be able to:



- Create a flow that emails the patient with the practitioner's responses collected on the Encounter from the previous lab
- Create a flow that creates a new Note on the patient's record about the interaction with the Anxiety Bot escalation to the practitioner, and the responses collected on the Encounter from the previous lab
- Create a flow that will create a Task for the practitioner to follow-up with patient on the date specified on the Encounter from the previous lab



The estimated time to complete this lab is less than **2** hours.

Lab Scenario

Bravo! By embedding the Virtual Clinic app in Microsoft Teams and extending the functionality of the virtual visit for a practitioner, you have helped Lamna Healthcare move closer to their goal of optimizing their patient engagement capabilities. To complete Lamna Healthcare's virtual visit requirements, you and your team will further optimize their patient engagement capabilities by creating three Power Automate Flows. These Power Automate Flows will accomplish three main tasks:

- Email the patient with the practitioner's responses collected during the virtual appointment
- Create a Note on the patient's record for the Care Team to view on their Clinical Timeline
- Create a Task for the practitioner to follow-up with the patient by a certain date

Lab Requirements

In this challenge, Lamna Healthcare would like for you and your team to extend the Virtual Care app to meet the requirements of their practitioners. To meet these requirements, your team's solution should include the following flows that are executed after the Appointment EMR is marked as complete:

- A flow that emails the patient with the practitioner's responses collected on the Encounter during a virtual appointment. Your email should look something to this:
 - To: [Patient]
 - Subject: "Next steps from your appointment with Dr. [Practitioner]"
 - Body:

Hello [Patient],

We would like to thank you for your time with Dr. [Practitioner] on [Date]. As was discussed during your virtual appointment, Dr. [Practitioner] would like for you to complete the following next steps:

[Patient Next Steps]

If you have any questions, please contact our office.

Thank you,
Lamna Healthcare
- A flow that creates a Note related to the patient. This Note should include the following information:
 - Title: Anxiety Bot Escalation on [Date]
 - Body:

Practitioner [Practitioner]

Appointment Date: [Date]

Appointment Summary: [Appointment Summary]

Care Team Next Steps: [Care Team Next Steps]

Follow-up By: [Follow-up Due By]

- A flow to create a Task related to the practitioner to follow-up with the patient. The Task should include the following information:
 - Subject: Follow-up for [Patient] – Anxiety Bot Escalation on [Date]
 - Start Date: [Follow-up Due By]
 - End Date: [Follow-up Due By]
 - Description:
 - Appointment Summary: [Appointment Summary]
 - Care Team Next Steps: [Care Team Next Steps]
 - Regarding: [Patient]
 - Owner: [Your User record]

Success Criteria

Demonstrate a full end-to-end scenario for your coach by performing the following actions:

- Log into the patient portal as a patient
- Initiate a conversation with the Anxiety Bot and request to schedule an appointment
- Create an instant virtual appointment
- Log into the Virtual Clinic app as a practitioner and join the instant virtual appointment
- Advance the Business Process Flow from the Appointment EMR to the Encounter
- Fill out all the newly created fields on the Encounter form and complete the Business Process Flow
- Show your coach the Email, Note, and Task that were created from your flows

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