



Module 2

Microsoft Cloud Solution Center

March 2022



Know the Solution



- Packaging and pricing
- Features and solution dependencies
- Introduction to Microsoft Cloud Solution Center
- Post deployment configurations



Getting Started



1

SELECT

- Select Microsoft Cloud for healthcare capabilities for your enterprise

2

PROCURE

- Purchase Microsoft for Healthcare license
- Obtain licenses for other Dynamics 365, Microsoft 365 and Azure components as needed for dependencies of selected features

3

DEPLOY

- Dynamics components through Microsoft Cloud Solution Center
- Azure components through Azure Portal
- M365 components through M365 admin center

4

CONFIGURE

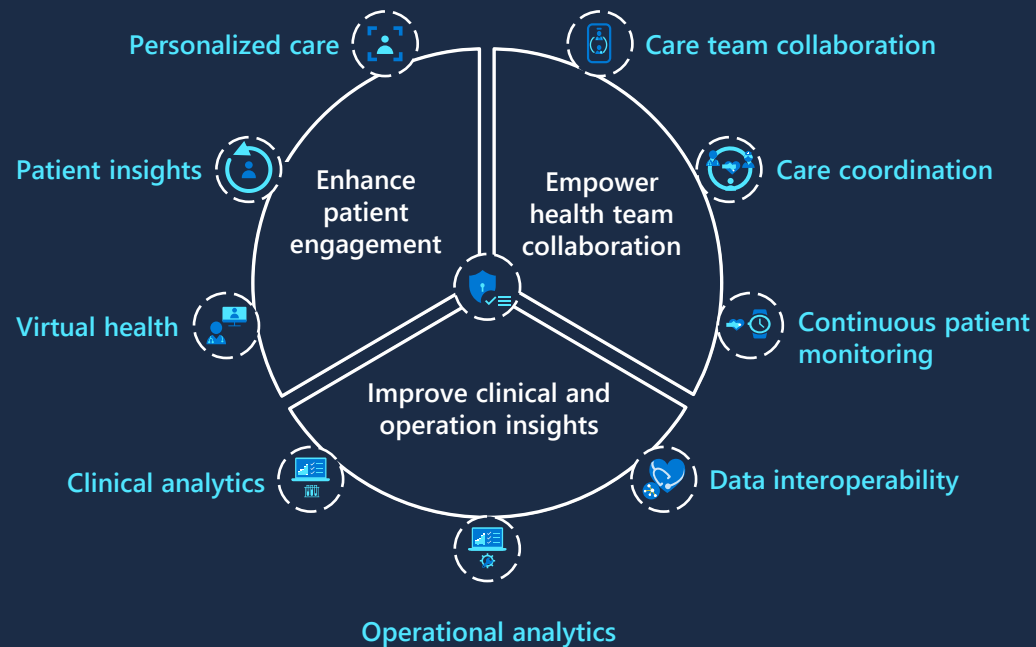
- Solution configurations for each module

Select and Procure | Packaging & Pricing



Capabilities

1



Packaging & Pricing

2

Industry cloud components

PUPM + Azure metered services

Microsoft Cloud for Healthcare add-on package



APIs | Services



Healthcare apps



Configurations | UI | Customizations



Templates | Workflows



Common Data Model



Connectors



3

Prerequisite Microsoft Cloud Services

Customer only pays for what they don't already own



Microsoft 365



Microsoft Dynamics 365



Microsoft Power Platform



Microsoft Azure

Features and Solution Dependencies

Scenario	Feature	Description	Dynamics 365 pre-requisites	Azure pre-requisites	Microsoft 365 pre-requisites
Enhance patient engagement	Patient Outreach	Organize and automate marketing and outreach to patients.	Dynamics 365 Marketing	Azure Health Bot service (optional)	-
	Patient Service Center	Monitor and manage patient interactions and communications. Patients can schedule appointments, view care information, and communicate with healthcare staff.	Omnichannel for Customer Service, Dynamics 365 Customer Service, Dynamics 365 Customer Service Insights(optional)	-	-
	Patient Access	Patients can schedule appointments, view care information, and communicate with healthcare staff.	Power Apps portals	Azure API for FHIR (optional)	
Empower health team collaboration	Care Management	Provider personnel can create, personalize and enable new care plans for patients, as well as manage the appropriate care team members.		Azure API for FHIR (optional)	Microsoft Teams(optional)
	Home Health	Schedule visits for patients in their own homes.	Dynamics 365 Field Service and Dynamics 365 Customer Service	Azure API for FHIR (optional)	Microsoft Teams(optional)
	Virtual Visits	Schedule and conduct virtual visits remotely with patients.		Azure API for FHIR (optional)	Microsoft Teams
	Internal health team collaboration	Clinicians and staff can collaborate internally on schedules, documents, tasks, and so on.		Azure API for FHIR (optional)	Microsoft Teams(optional)
Improve clinical and operational data insights	Clinical analytics	Access and securely share actionable data to help improve patient care.		Azure API for FHIR (optional), Azure Health Bot service(optional)	
	Operational analytics	Gain actionable insights to optimize operations.		Azure API for FHIR (optional), Text Analytics(optional)	
	Data interoperability	Create new healthcare systems of engagement by connecting data from multiple systems of record.		Azure API for FHIR (optional)	

Microsoft Cloud for Healthcare Application Suite

Healthcare Scenarios



Empower care team collaboration



Enhance patient engagement (provider)



Data Interoperability

Healthcare Applications

Care Management

Home Health

Patient Outreach

Patient Access

Patient Service Center

Dynamics 365

Field Service

Customer Voice

Marketing

Power Apps Portals

Omni Channel

Customer Service

Microsoft 365



Microsoft Teams

Power Platform



Dataverse & Common Data Model

Azure



Microsoft Azure

External Sources

Your existing structured & unstructured data sources

Deploy via Microsoft Cloud Solution Center



New portal-based experience to simplify industry cloud deployments



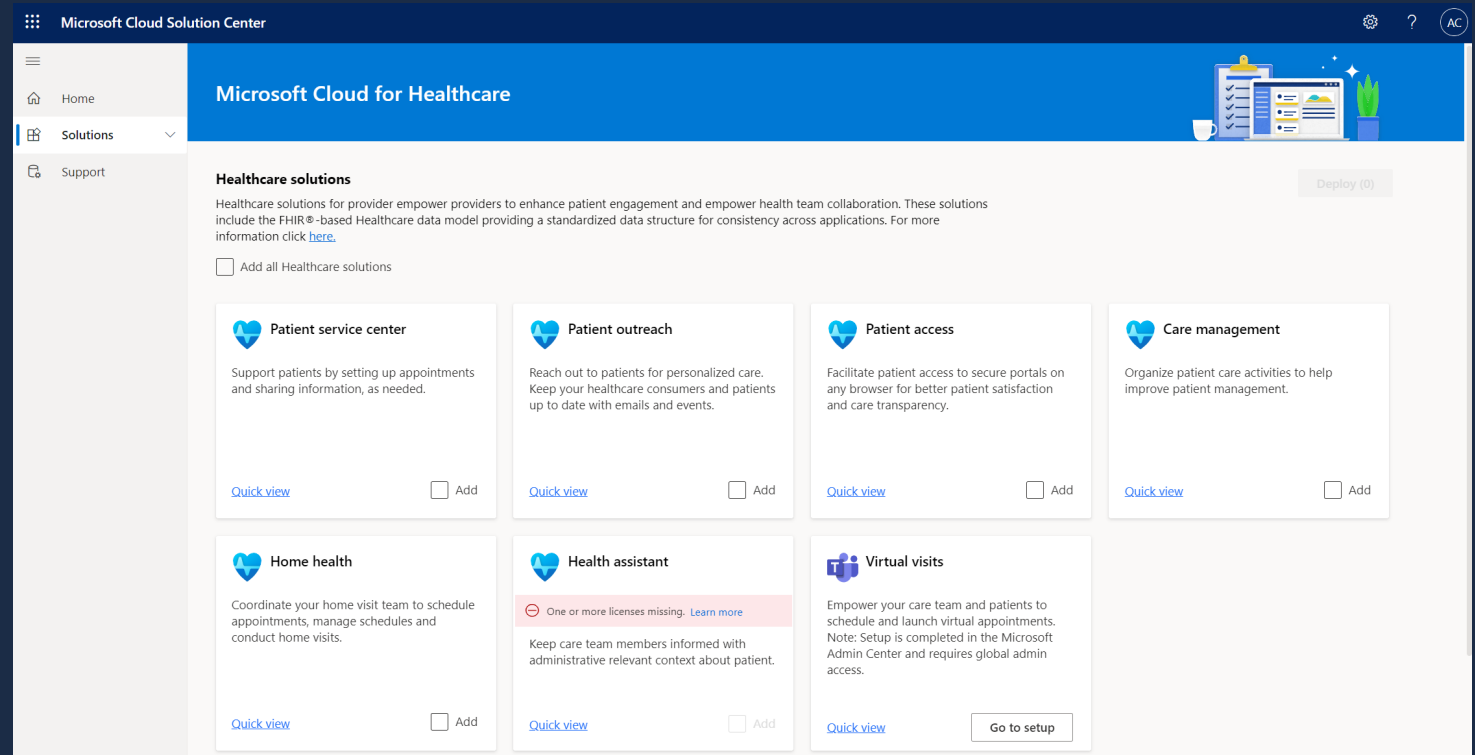
In-built licensing and pre-requisite checks to simplify deployment process



Unified deployment and configuration experience across multiple lines of apps

Prerequisites:

- Enterprise has purchased Microsoft Cloud for Healthcare
- User is a Power Platform Admin or Dynamics 365 Admin to deploy the solution
- User has required licenses and dependent Dynamics 365, Microsoft 365, and Azure applications installed



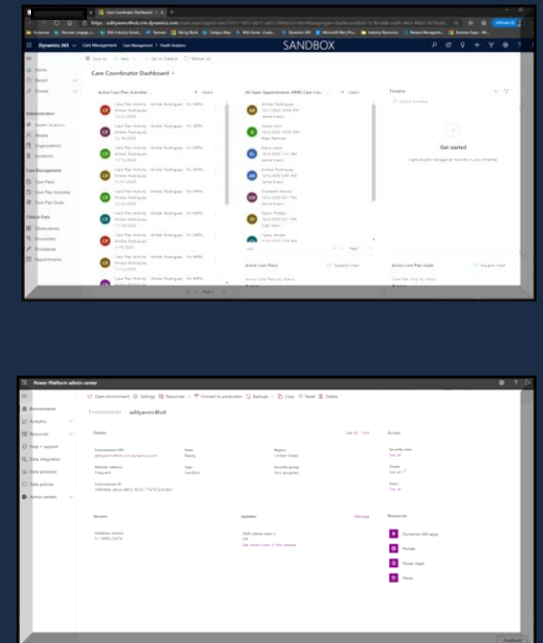
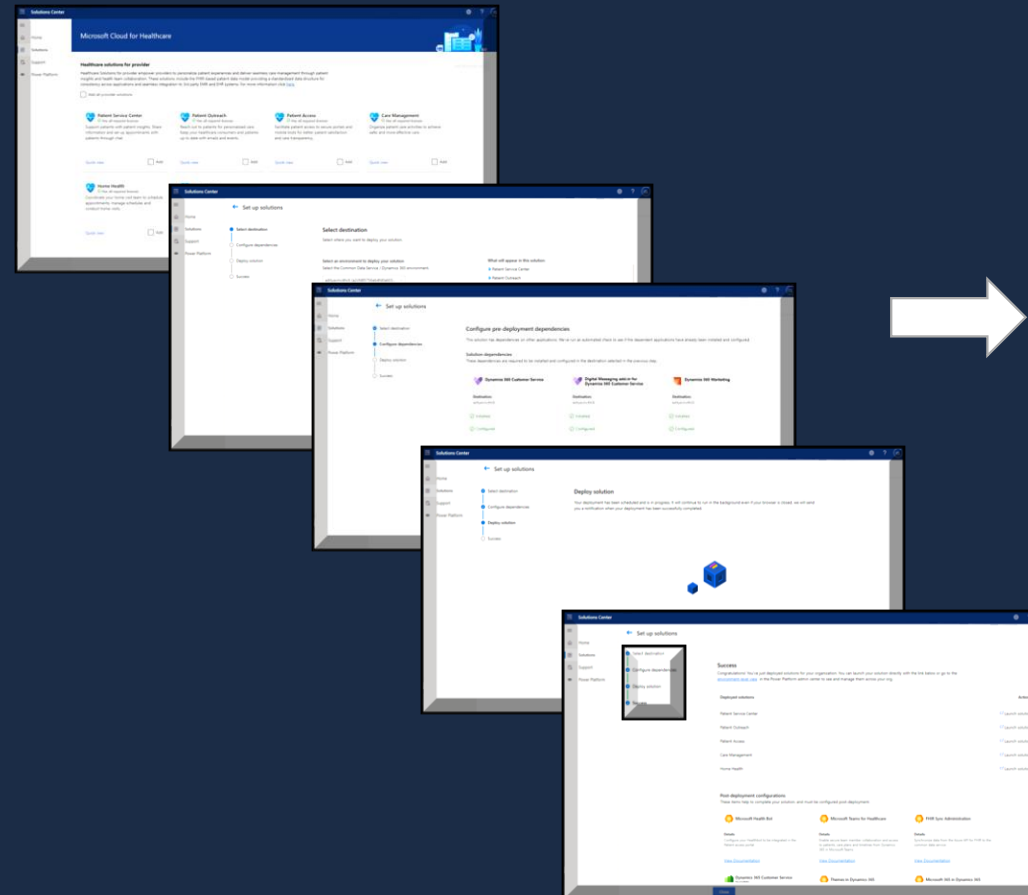
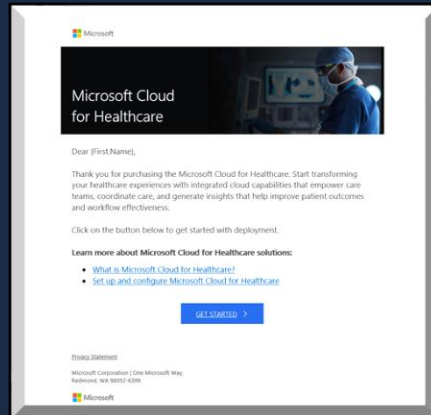
Deploy via Microsoft Cloud Solution Center



Post purchase mail

Microsoft Cloud Solution Center

Launch/Manage solution



Deploy | Step 1: Prepare environment



Create new environment



Pre-install dependencies

New environment

Name *

Solution Center

Type ⓘ *

Sandbox

Region *

Local environments can provide quicker data access.

United States - Default

Purpose

Describe the environment purpose

Create a database for this environment? ⓘ

☒ Yes

Care Management

- No additional dependencies

Home Health

- Dynamics Field Service

Patient Access

- Power Apps Portal(Customer self-service)

Patient Outreach

- Dynamics 365 Marketing

Patient Service Center

- Dynamics 365 Customer Service
- Digital Messaging add-on for Dynamics 365 Customer Service

Solution dependencies

The following dependencies are required for this solution, additional licenses may be required.

- ♥ Dynamics 365 Customer Service
- ♥ Digital Messaging add-in for Dynamics 365 Customer Service

Patient Service Center

Engage the way your patients want through chat and monitor automatic conversations through the Health bot. Enable your service agents to help your patients with information and setting up appointments.

At a glance

Monitor patient conversations: An ongoing conversations dashboard provides information on the conversations that are handled by the agents and integrated bots.

Agent scripts: Leverage provider specific agent scripts to address patient issues.

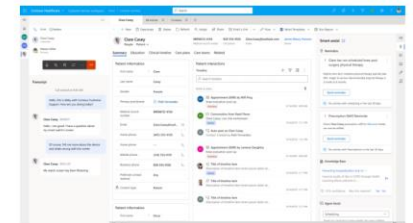
Monitor effectiveness: Conversation intelligence provides insights to service center managers on agent performance.

Follow up: Send follow-ups on patient satisfaction, reminders on appointments and more.

Solution dependencies

The following dependencies are required for this solution, additional licenses may be required.

- ♥ Dynamics 365 Customer Service
- ♥ Digital Messaging add-in for Dynamics 365 Customer Service



More info

[Learn more about Patient Service Center](#)

Take a tour of the Microsoft Cloud for Healthcare
Explore other healthcare solutions through our guided tours.

Deploy | Step 2: Select Healthcare solutions



View solutions

Microsoft Cloud Solution Center

Home

Solutions

Support

Microsoft Cloud for Healthcare

Deploy (0)

Patient service center

Support patients by setting up appointments and sharing information, as needed.

[Quick view](#) ☐ Add

Patient outreach

Reach out to patients for personalized care. Keep your healthcare consumers and patients up to date with emails and events.

[Quick view](#) ☐ Add

Patient access

Facilitate patient access to secure portals on any browser for better patient satisfaction and care transparency.

[Quick view](#) ☐ Add

Care management

Organize patient care activities to help improve patient management.

[Quick view](#) ☐ Add

Home health

Coordinate your home visit team to schedule appointments, manage schedules and conduct home visits.

[Quick view](#) ☐ Add

Health assistant

One or more licenses missing. [Learn more](#)

Keep care team members informed with administrative relevant context about patient.

[Quick view](#) ☐ Add

Virtual visits

Empower your care team and patients to schedule and launch virtual appointments. Note: Setup is completed in the Microsoft Admin Center and requires global admin access.

[Quick view](#)

Deploy | Step 3: Select destination



Select environment

Solutions Center

← Set up solutions

Home
Solutions
Support

Select environment
Configure dependencies
Deploy solution
Success

Select environment

Environment

Microsoft (orgf931fa50) ▼

[Create new](#)

Terms of service

☐ I acknowledge that I have read and agree to the [Microsoft Compliance Disclaim](#)

- Microsoft (orgf931fa50)
- OpenHackMaster (orge4c91163)
- Coaches Environment (DON'T DELETE) (orgba6fc35e)
- Microsoft (default) (org7dcad9f1)
- MasterHLS (org40b5cd2f)
- MasterEDU (orgf16895b8)
- MasterFinServ (org4630c177)
- Test_Test_OpenHackInstance_2_DONT_DELETE_With_Security_Group (org4763f9e-)
- nCare Dev Environment (orgc23179ea)
- AppSourceTest (org86d9e838)
- MasterInstance (org2565d960)
- cala_test2 (ce4989bb74eb466da3a33cf70091dd)
- SolcenterTestTemplate (d4a07515a4924745a0c171c62db3f4)
- SolCenterTest8 (solcentertest8)

Deploy | Step 4: Configure dependencies



Configure dependencies

Solutions Center

Home

Solutions

Support

Power Platform

← Set up solutions

Select destination

Configure dependencies

Deploy solution

Success

Dynamics 365 Customer Service

Destination: cala_test1

Installed

Configured

Digital Messaging add-in for Dynamics 365 Customer Service

Destination: cala_test1

Installed

Configured

Dynamics 365 Marketing

Destination: cala_test1

Needs to be installed

Needs to be configured

Install

Configure

Power Apps Portal

Destination: cala_test1

Needs to be installed

Needs to be configured

Install

Configure

Dynamics 365 Field Service

Destination: cala_test1

Installed

Configured

Include sample data in installation

Back

Deploy

Cancel

Deploy | Step 5: Install healthcare solutions



Install solutions

Solutions Center

Home

Solutions

Support

← Set up solutions

● Select environment


● Configure dependencies

● Deploy solution

○ Success

Deploy solution

Your deployment is in progress. It will continue to run in the background and we'll send you an email notification when your deployment has successfully completed.



We're getting your solution ready

Close

Deploy | Step 6: Track solution status



Track solution status in Power Platform Admin Center

The screenshot displays the Power Platform Admin Center interface for a specific environment. The browser address bar shows the URL: `admin.powerplatform.microsoft.com/environments/instance/77c22ed2-6571-4249-b75c-29ce2c55f65f/hub?geo=Na`. The page title is "Power Platform admin center".

Left Navigation Panel:

- Environments (selected)
- Analytics
- Resources
- Help + support
- Data integration
- Data (preview)
- Data policies
- Admin centers

Top Action Bar:

- Open environment
- Settings
- Resources
- Convert to production
- Backups
- Copy
- Reset
- Delete

Main Content Area:

Environments

Details [See all](#) [Edit](#)

Environment URL	State Ready
Region United States	Refresh cadence Frequent
Type Sandbox	Security group Not assigned
Environment ID	

Version

Database version 9.1.0000.24647

Updates

2020 release wave 2
On
[See what's new in the release](#)

Access

- Security roles
[See all](#)
- Teams
[See all](#)
- Users
[See all](#)

Resources

- Dynamics 365 apps
- Portals
- Power Apps
- Flows

Configure | Post deployment configuration



Post deployment configurations

The screenshot shows the 'Solutions Center' interface in a web browser. The left sidebar contains navigation links: Home, Solutions (selected), and Support. A progress bar indicates the completion of three steps: 'Configure dependencies', 'Deploy solution', and 'Success'. The main content area is titled 'Success' and includes a congratulatory message. Below this, a table lists 'Deployed solutions' with one entry, 'Patient Service Center', and a 'Launch solution' button. The 'Post-deployment configurations' section lists five items that need to be configured post-deployment, each with a 'View Documentation' link.

Deployed solutions	Actions
Patient Service Center	Launch solution

Post-deployment configurations		
Microsoft Health Bot Details: Configure your Healthbot, so its messages can be monitored in the Patient Service Center. View Documentation	Microsoft Teams for Healthcare Details: Enable secure team member collaboration and access to patients, care plans and timelines from Dynamics 365 in Microsoft Teams View Documentation	FHIR Sync Agent Administration Details: Synchronize data from the Azure API for FHIR to the common data service. View Documentation
Dynamics 365 Customer Voice Details: Follow up with your patients and learn how satisfied they are with your service center. View Documentation	API for FHIR Details: Ingest and exchange data in the HL7 FHIR standard format from multiple data sources Get it now	

Configure | Post deployment solution configuration

Configure Azure API for FHIR Sync Agent for connecting to Azure API for FHIR

Configure Microsoft Teams Healthcare solutions for virtual collaboration

Dynamics 365 solution enhancements

Care Management

Embed Power BI reports for analytics

Home Health

Configure Patient feedback with Customer Voice

Configure and embed patient and provider analytics with Power BI

Patient Access

Add automatic chat functionality using Microsoft Health Bot

Configure Patient Portal

Patient Outreach

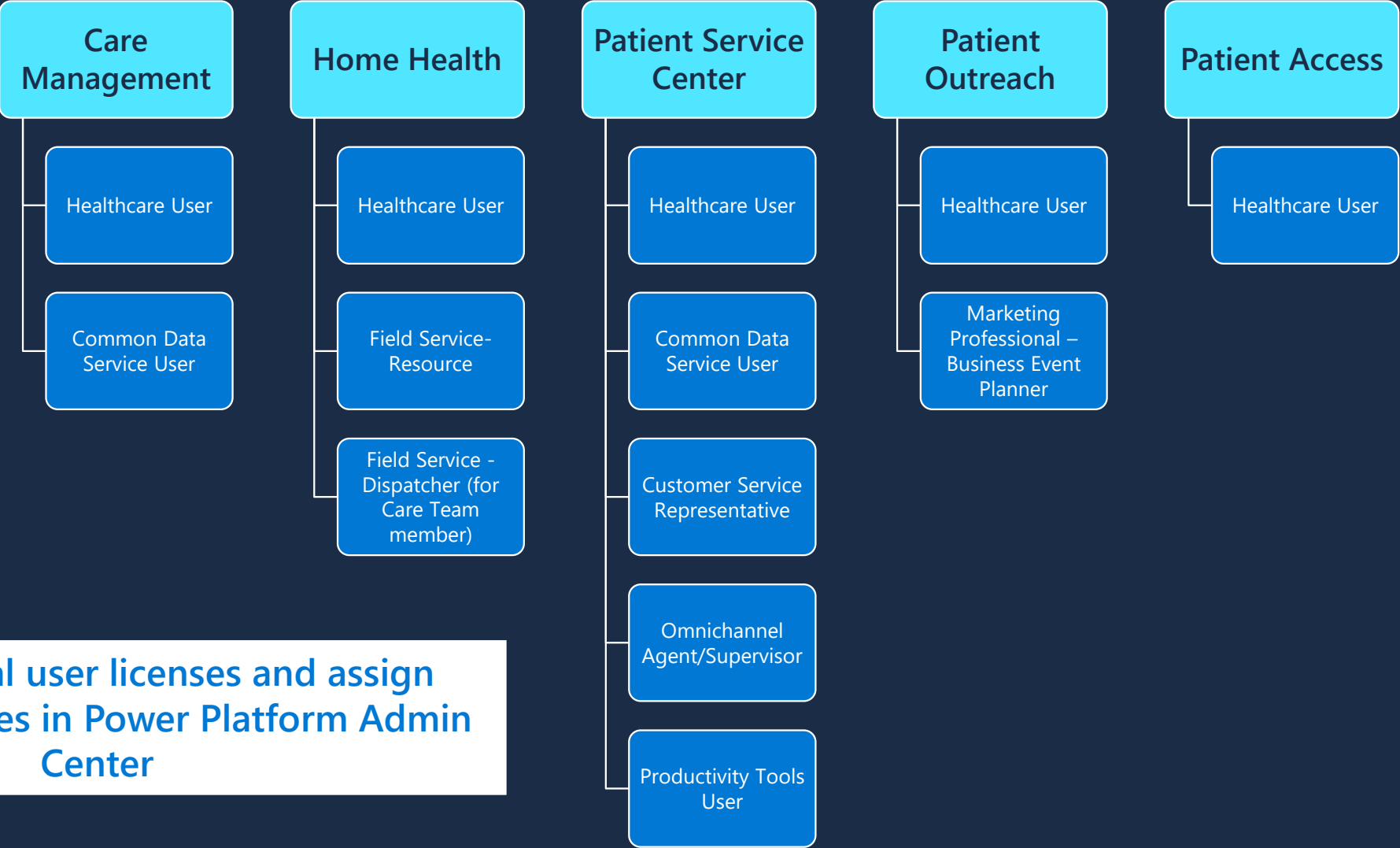
Tailor your outreach programs based on AI-based segments with Customer Insights

Patient Service Center

Monitor automatic chat functionality using Microsoft Health Bot

Configure Patient feedback with Customer Voice

Configure | Post deployment user configuration



Add additional user licenses and assign security user roles in Power Platform Admin Center



Live Demo of Microsoft Cloud Solution Center



Next Session:

Module 3
Healthcare
Data Model

