Microsoft

Module 2

Microsoft Cloud Solution Center

January 2023 [in progress]

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
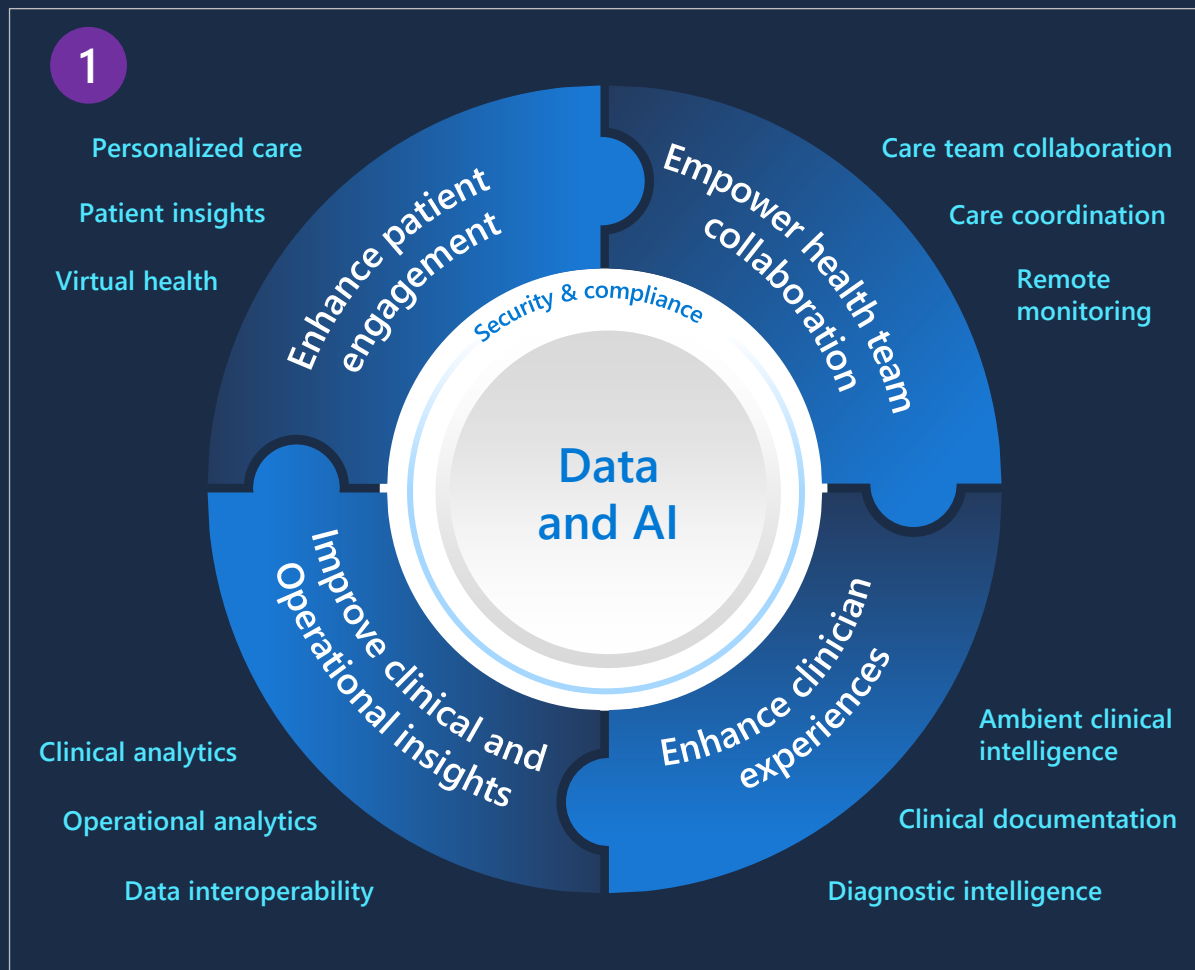- M365 components through M365 admin center

4 CONFIGURE

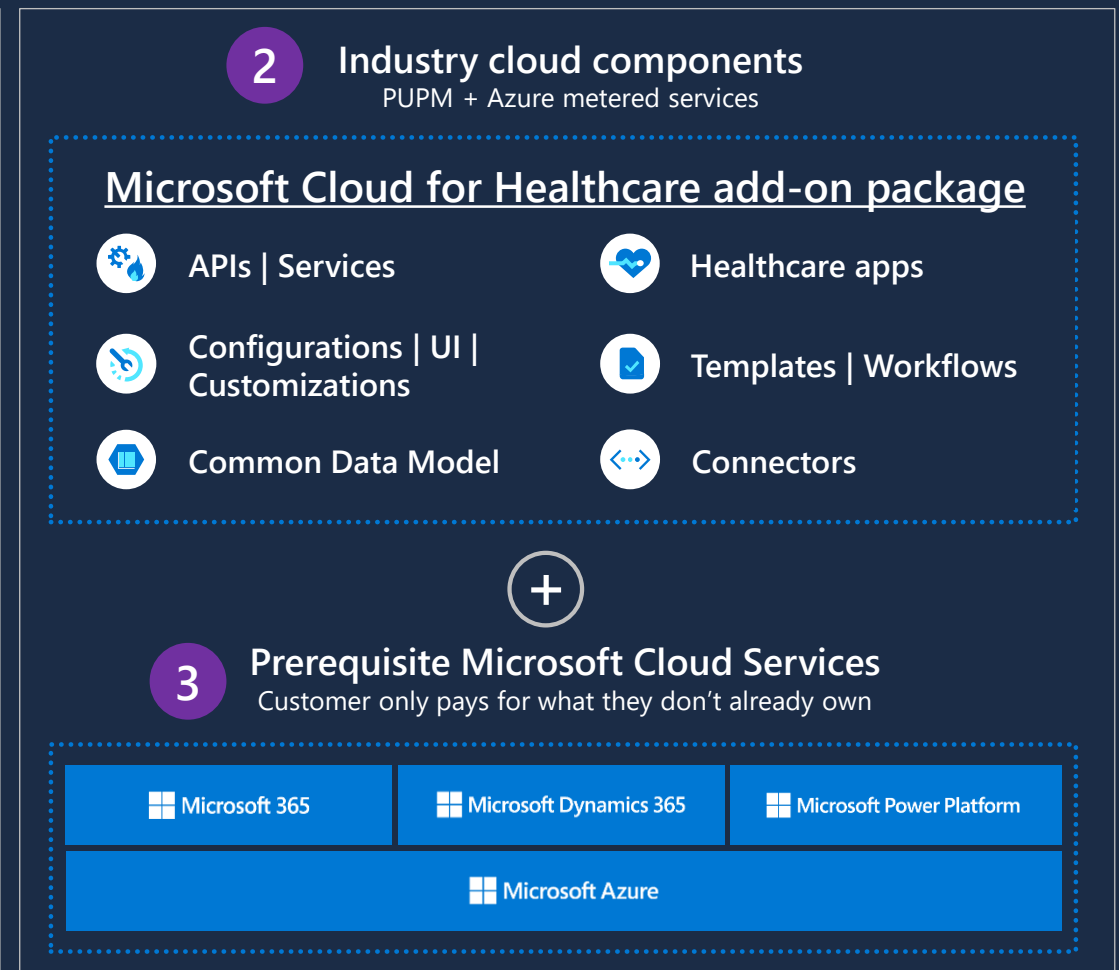- Solution configurations for each module

Select and Procure | Packaging & Pricing

Capabilities

Packaging & Pricing

1

Personalized care

Patient insights

Virtual health

Enhance patient engagement

Empower health team collaboration

Security & compliance

Data and AI

Improve clinical and Operational insights

Enhance clinician experiences

Care team collaboration

Care coordination

Remote monitoring

Ambient clinical intelligence

Clinical documentation

Diagnostic intelligence

Clinical analytics

Operational analytics

Data interoperability

2 **Industry cloud components**
PUPM + Azure metered services

Microsoft Cloud for Healthcare add-on package

- APIs | Services
- Configurations | UI | Customizations
- Common Data Model
- Healthcare apps
- Templates | Workflows
- 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		

https://aka.ms/healthcarecloudpricingguide

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:

- Purchased Microsoft Cloud for Healthcare

- User is 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
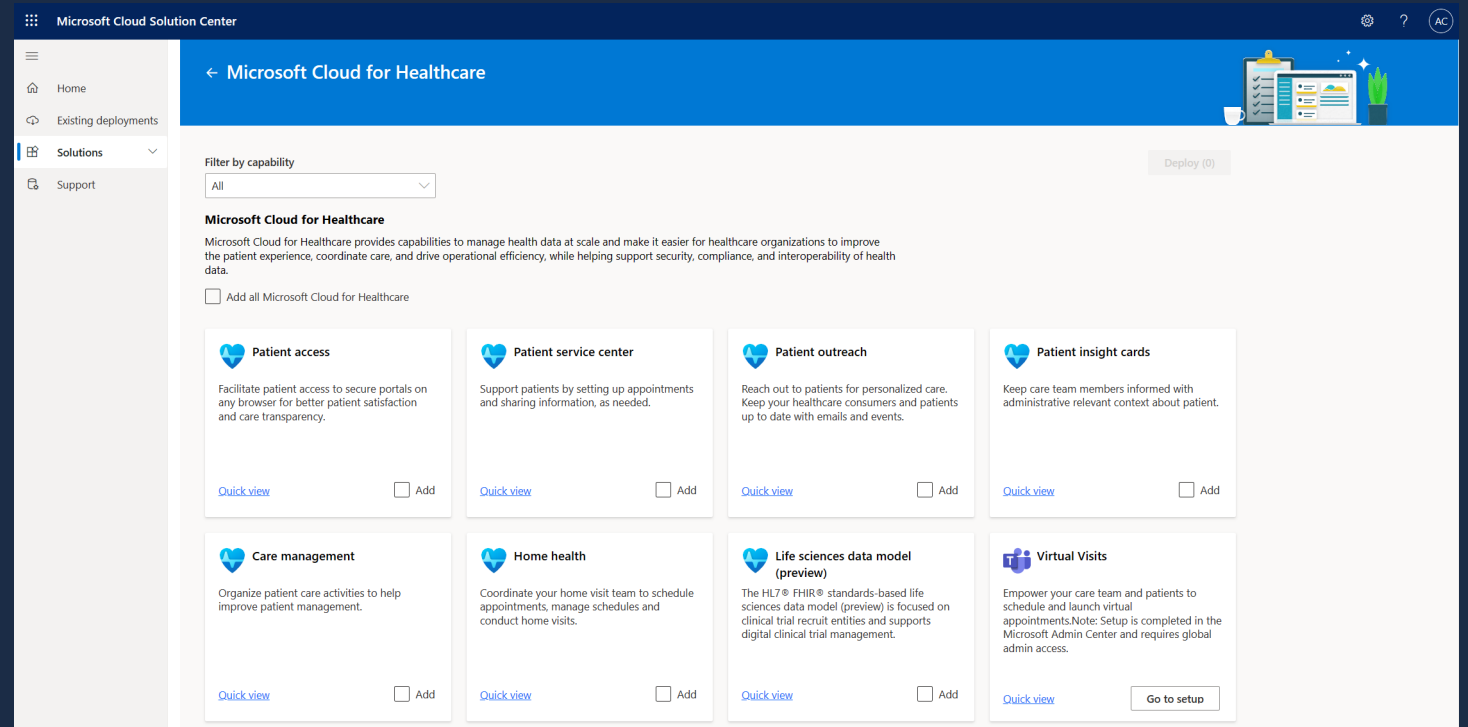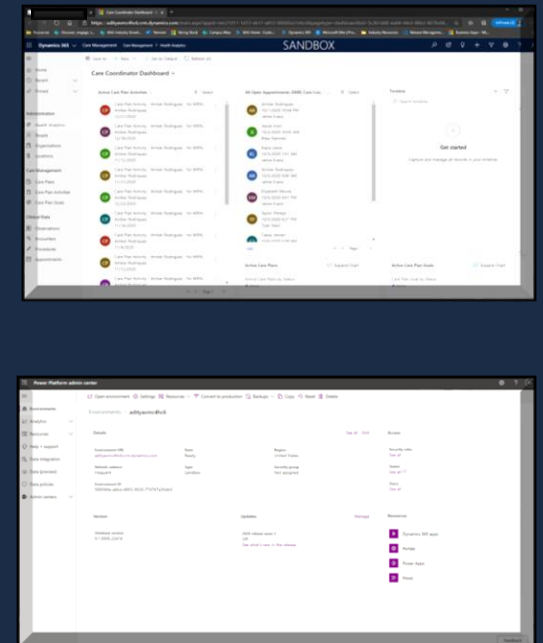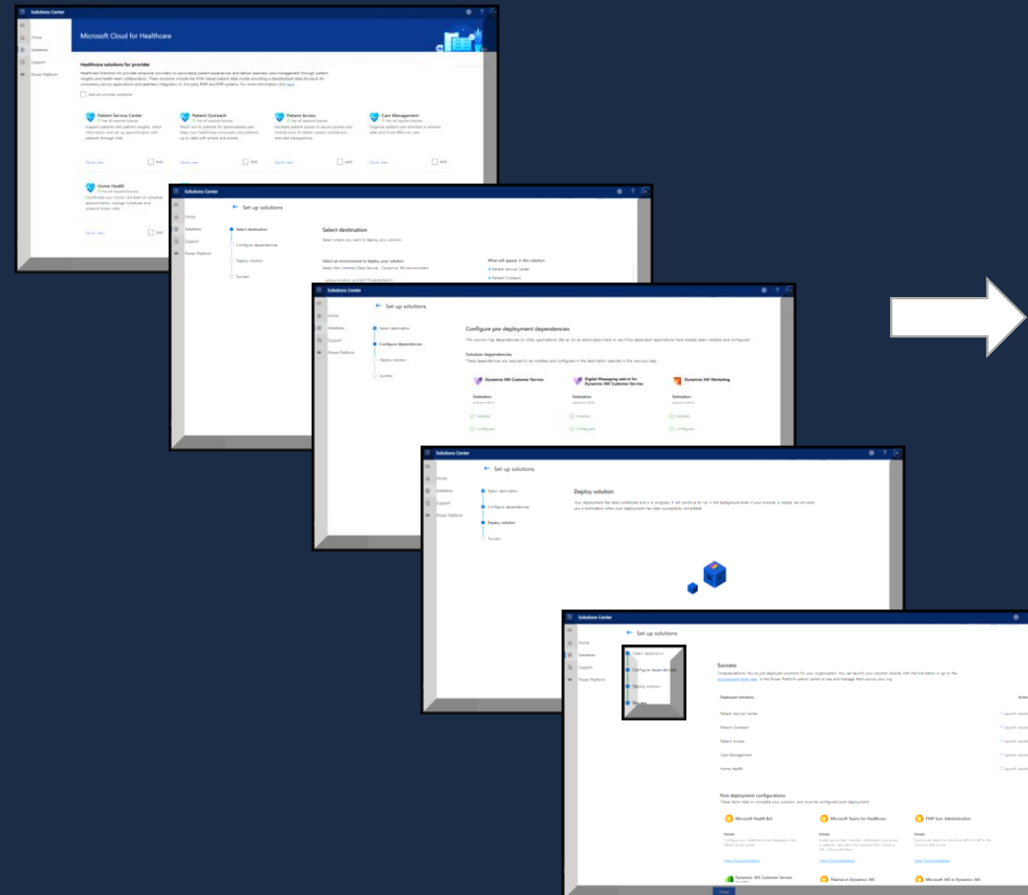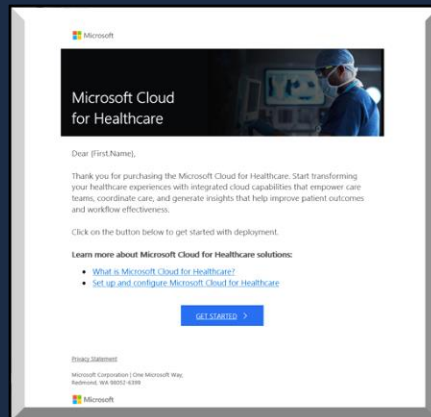
Deploy via Microsoft Cloud Solution Center

| 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 template)

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
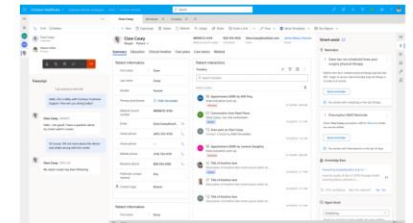
More info

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
- Existing deployments
- Solutions
- Support

← **Microsoft Cloud for Healthcare**

Filter by capability

All

Deploy (0)

Microsoft Cloud for Healthcare

Microsoft Cloud for Healthcare provides capabilities to manage health data at scale and make it easier for healthcare organizations to improve the patient experience, coordinate care, and drive operational efficiency, while helping support security, compliance, and interoperability of health data.

☐ Add all Microsoft Cloud for Healthcare

Patient access

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

Quick view   ☐ Add

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 insight cards

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

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

Life sciences data model (preview)

The HL7® FHIR® standards-based life sciences data model (preview) is focused on clinical trial recruit entities and supports digital clinical trial management.

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   Go to setup

Deploy | Step 3: Select destination

Deploy | Step 4: Configure dependencies

Configure dependencies

Solutions Center

Set up solutions

- ✓ Select destination
- ● **Configure dependencies**
- ○ Deploy solution
- ○ Success

Configure pre-deployment dependencies

This solution has dependencies on other applications. We've run an automated check to see if the dependent applications have already been installed and configured.

Solution dependencies
These dependencies are required to be installed and configured in the destination selected in the previous step.

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   **Install**

⊖ Needs to be configured   Configure

Power Apps Portal

Destination:
cala_test1

⊖ Needs to be installed   **Install**

⊖ Needs to be configured   Configure

Dynamics 365 Field Service

Destination:
cala_test1

✓ Installed

✓ Configured

☐ Include sample data in installation

Back   Deploy

Cancel

Home
Solutions
Support
Power Platform

Deploy | Step 5: Install healthcare solutions

Install solutions

Solutions Center

Set up solutions

- Home
- Solutions
- Support

- 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

admin.powerplatform.microsoft.com/environments/instance/77c22ed2-6571-4249-b75c-29ce2c55f65f/hub?geo=Na

Power Platform admin center

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

Environments

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

Environments

Details   See all   Edit

Environment URL   **State**
                                        Ready

Region   **Refresh cadence**
United States   Frequent

Type   **Security group**
Sandbox   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

Solutions Center

admin.solutions.dynamics.com/install/success

Incognito (2)

- Home
- Solutions
- Support

✓ Configure dependencies

✓ Deploy solution

✓ Success

Success

Congratulations! You've just deployed solutions for your organization. You can launch your solution directly with the link below or go to the environment-level view in the Power Platform admin center to see and manage them across your org.

Deployed solutions

Patient Service Center

Actions

⧉ Launch solution

Post-deployment configurations

These items help to complete your solution, and must be configured post-deployment.

Microsoft Health Bot	Microsoft Teams for Healthcare	FHIR Sync Agent Administration
Details: Configure your Healthbot, so its messages can be monitored in the Patient Service Center.	**Details:** Enable secure team member collaboration and access to patients, care plans and timelines from Dynamics 365 in Microsoft Teams	**Details:** Synchronize data from the Azure API for FHIR to the common data service.
View Documentation	View Documentation	View Documentation

Dynamics 365 Customer Voice	API for FHIR	
Details: Follow up with your patients and learn how satisfied they are with your service center.	**Details:** Ingest and exchange data in the HL7 FHIR standard format from multiple data sources	
View Documentation	Get it now	

Configure | Post deployment solution configuration

Configure Dataverse API Toolkit 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
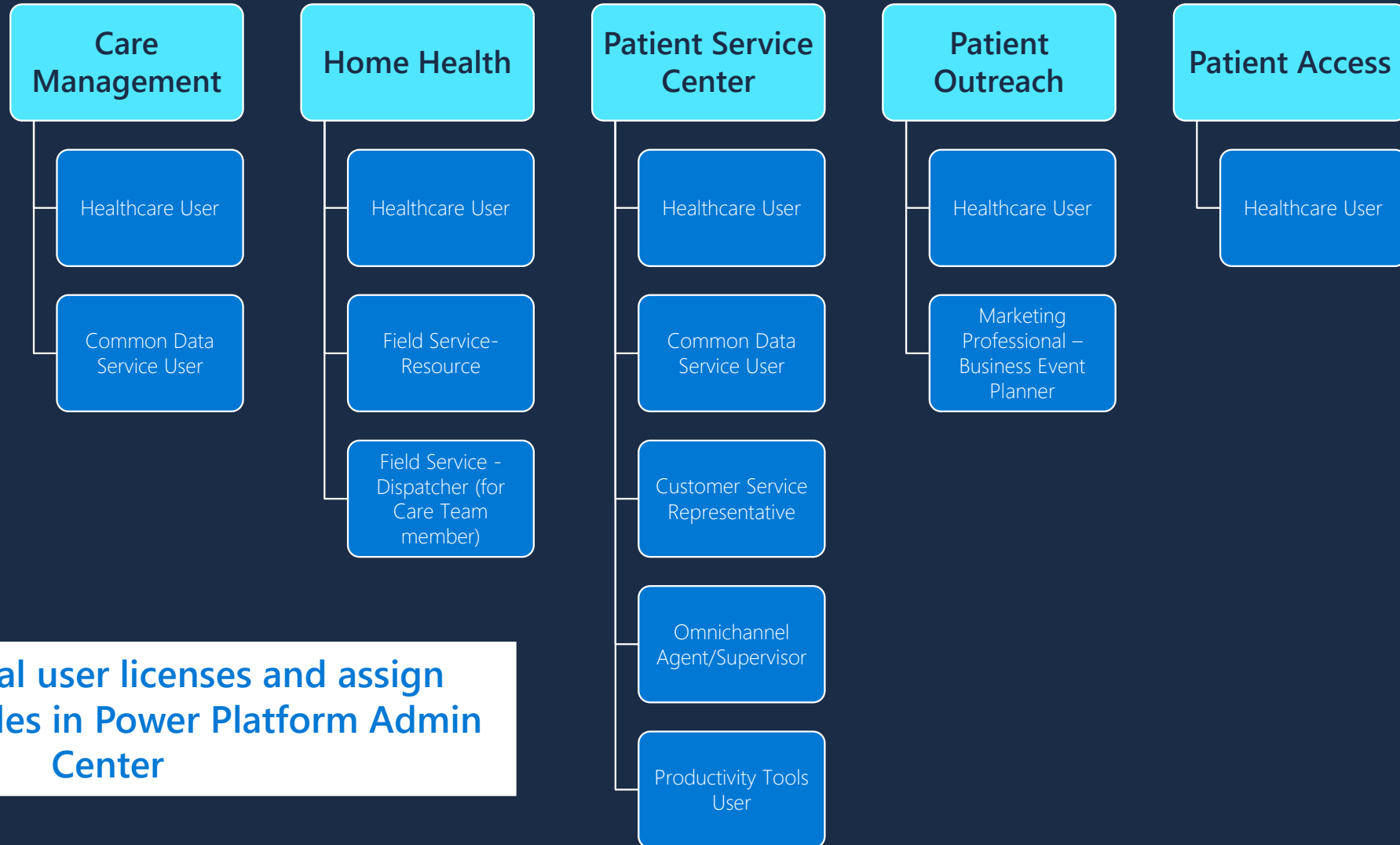- Configure Patient Portal

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

Care Management
- Healthcare User
- Common Data Service User

Home Health
- Healthcare User
- Field Service-Resource
- Field Service - Dispatcher (for Care Team member)

Patient Service Center
- Healthcare User
- Common Data Service User
- Customer Service Representative
- Omnichannel Agent/Supervisor
- Productivity Tools User

Patient Outreach
- Healthcare User
- Marketing Professional – Business Event Planner

Patient Access
- Healthcare User

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

Live Demo of Microsoft Cloud Solution Center

Microsoft

Next Session:

Module 3
Healthcare
Data Model

Microsoft