

# Dell Boomi & Persistent Systems for Healthcare | Patient Access Services

A positive patient engagement journey is a key component of patient-centered care

Powered by the Boomi HIPAA-compliant, cloud-native integration platform, the Persistent Patient Access Services solution with Salesforce Health Cloud helps health care organizations continually improve the quality of care for their patients.

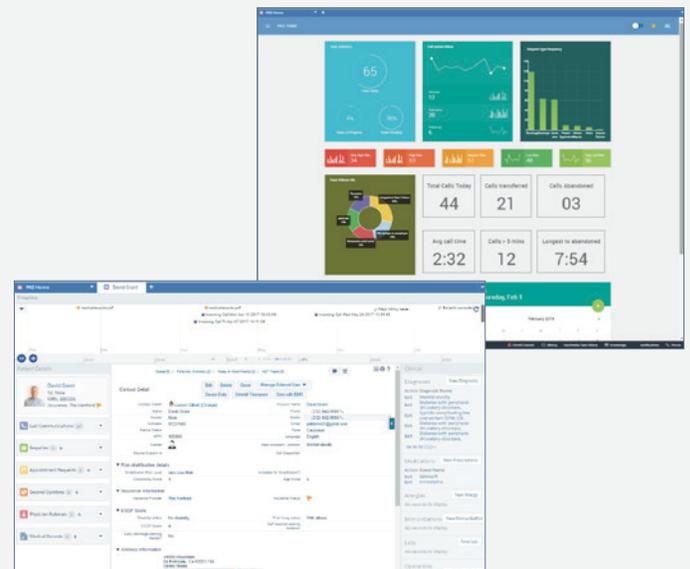
## Establish a high-touch patient experience that informs and supports

Using the Dell Boomi integration platform as a service (iPaaS), the Persistent Patient Access Services (PAS) solution helps organizations overcome the challenges inherent in building a secure, high-touch patient engagement platform.

Boomi offers a comprehensive development environment to connect and manage data across applications — on-premise or in the cloud. With Persistent and Boomi, call center managers can:

- Deliver a seamless, consistent experience while boosting call center productivity
- Automate manual processes while capturing the details of the conversations and call notes
- Offer a comprehensive view of patient interactions across decentralized data repositories and systems of record
- Satisfy the unique process requirements of call center navigators and coordinators
- Provide high-quality reporting and analytics to facilitate processes of continuous improvement

Improving the patient experience of care is one of the top commitments of the Institute for Healthcare Improvement (IHI) Triple Aim initiative. Customer engagement projects are among the highest priorities for health care delivery organizations today. But developing an engagement platform doesn't have to be complex even though the connections and pathways to a safer patient journey can be tricky.



### Patients value speed and convenience.

**Key features of the Persistent Patient Access Services solution address the challenges to delivering high-touch service:**

- Discharge checklists
- Patient 360-degree view
- Insurance verification
- Referral management
- Appointment scheduling
- Provision for second opinion
- EMR/EHR integration
- Complaint management and tracking
- Quality metrics and dashboards
- Knowledge management
- Skill-based call routing
- Call scripting

**Relationships Matter**

Managing patient information can be challenging. The patient experience requires continual improvement. And health systems managing the patient and customer interactions need to work seamlessly together.

A big part of the patient experience is the impression and effectiveness of the contact center that delivers any or all of the support any patient might need.

**Deliver a seamless, consistent experience while boosting call center productivity**

Contact centers need comprehensive, omnichannel access to patient information. Such a 360-degree view of the patient supports more personalized and effective service.

**Automate manual processes and capture the details of ad hoc conversations and call notes**

Integrating appointments across the environments of care and from different service lines helps ensure the patient record reflects all meaningful interactions.

**Offer a comprehensive view of patient interactions across decentralized data repositories and applications**

Having a high-touch and informed service team builds confidence and a sense of belonging among the patients.

**Provide reporting and analytics to facilitate continuous improvement**

Data quality is the key to improving healthcare analytics. Quality data determines the effectiveness of dashboards, reports, simulations and models.

**HEALTHCARE NEEDS**

<b>Users</b>	 Hospital Staff	 Patients	 Patients' Family		
<b>Touchpoints</b>	 Web	 Mobile	 Point of Service	 Partners	 Devices & Things
<b>Capabilities</b>	 Repeatable Care	 Patient 360	 Smart Workflows	 IoT	 Connected Moments
	 Collaborative Care	 Extensible & Portable Care		 Process Digitization	

**BOOMI PLATFORM CAPABILITIES**

<b>Flow</b>	 Key Success Criteria, Business Process			
<b>HUB</b>	IP Apps	Consumer Apps	Enterprise Products	Partner Services
<b>Exchange/Mediation</b>	 B2B Management/API Design & Management			 API
<b>Integrate</b>	Ingestion	Curation	Algorithms	Data Pipeline
<b>Services</b>	 Structured Data (EHR, EMR, PHR, HIEs, etc.)	 Unstructured Data	 Backend Services	 ESB/SOA Service

# Agile, Rapid Integration for a Changing Healthcare Industry

## Dell Boomi

Dell Boomi (Boomi), one of the Dell group of companies, is the leading provider of cloud integration and workflow automation for building the Connected Business. Our technologies integrate applications, assure data quality and automate business processes. The Boomi cloud-native, low-code platform helps thousands of organizations run better, faster and smarter.

In healthcare, massive amounts of data in provider, payer and patient management systems make secure and scalable integration capabilities critical to your organization's future. Boomi addresses healthcare integration requirements by providing a flexible, intuitive and intelligent platform that helps your data and applications work better together.

From wellness and chronic disease management to acute care and recovery monitoring, data affects all phases of patient-centric care. It shapes the patient experience, as well as the quality of care.

Boomi empowers healthcare organizations to use data proactively. Trusted by thousands of organizations and powering billions of integration processes annually, the Boomi integration cloud provides rapid, low-code integration to connect cloud and legacy applications, uniting all of your data.

## Persistent Systems

[Persistent Systems](#) is a world leader in developing large-scale, transformative healthcare solutions. Persistent uses big data and software-driven environments to reshape healthcare provider and patient-care giver interactions.

Changes in healthcare delivery demand new forms of engagement with software systems and a consumerization of the patient experience. Electronic medical records (EMRs) and electronic health records (EHRs) will remain the primary systems of record, but systems of engagement must provide a modern user experience with features that mimic those of consumer applications.

Persistent, together with Boomi, provides the guidance and technology you need to build your connected healthcare organization.

## Why Boomi?

### Enterprise Connectivity

- Dramatically cut the time and cost of integration
- Implement integration projects in days or weeks, not months
- Gain real-time insights across the business
- Reorient core processes around the customer
- Improve data quality and consistency
- Flexibly scale and adapt to business needs

### Pure Cloud

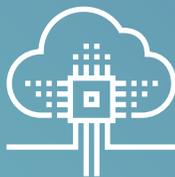
- No hardware to install or maintain
- Automatic upgrades
- Predictable usage-based pricing
- Single instance, multi-tenant architecture
- Accessible from any browser

### Robust Integration

- Proven connectivity to 1,000+ unique endpoints, including 200+ applications
- Drag-and-drop integration development, no coding required
- Any-to-any integration across cloud and on-premise systems
- Intuitive, centralized integration management
- Community access to connectors, widgets and process maps
- Extensive crowd-sourced knowledge and guidance



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