

Healthcare and Life Sciences Service Management (HCLS – SM)

Healthcare organizations face an ongoing struggle with conflicting priorities. They are expected to deliver personalized, patient-centric care with stretched resources while ensuring operational efficiency and profitability. The lack of interoperability poses a significant hurdle for health systems in achieving these objectives. Multiple disparate Electronic Medical Record (EMR) and Electronic Health Record (EHR) systems hinder the delivery of quality care by preventing care teams from accessing actionable information when needed. Furthermore, healthcare providers are constantly under pressure to monitor changing regulations and mitigate risk by ensuring data privacy and regulatory compliance.

Maximize care delivery with an intelligent, automated process

ServiceNow's Healthcare and Life Sciences Service Management provides ready-made workflows that help deliver the best quality of care by enhancing operational performance. Providers can unlock seamless interoperability by unifying existing EMR systems and linking patient, provider, and payer data through a single platform and a HL7 FHIR compatible data model. Health systems can also be compliant by effectively addressing ongoing security and privacy requirements. The outcome is enhanced patient satisfaction and retention, more productive clinicians, and improved financial performance.

With Healthcare and Life Sciences Service Management, health systems can:

- Deliver frictionless, cohesive patient and clinician experience by leveraging existing EMRs, lowering IT dependence, and driving down costs.
- Provide personalized patient-centric care and reduce clinician burnout through tools, insight, and 360-degree patient visibility.
- Efficiently and accurately manage information through digital documents to minimize information loss and boost clinician productivity.
- Safeguard data from cyber attackers by proactively detecting vulnerabilities and automatically triggering incident response.
- Fast track innovation to create impact in days and not months, through efficient low-code capabilities.
- Elevate efficiency and achieve better health outcomes with our extensible HL7 FHIR compliant data model that enables seamless data access across health systems.

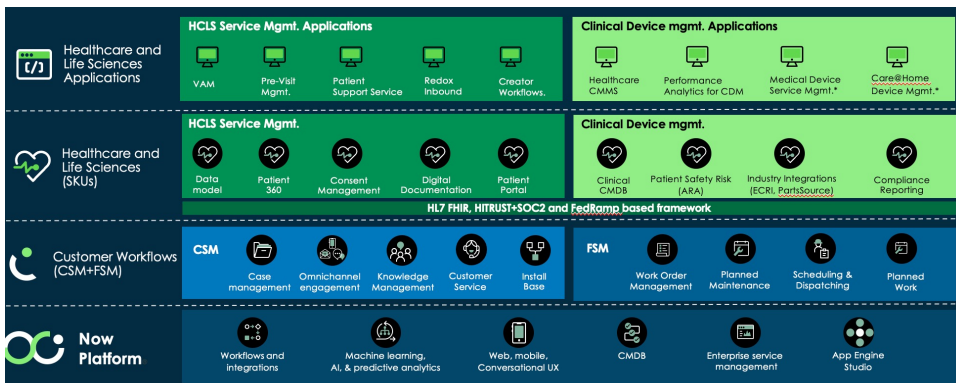
Value delivered

Achieve the quadruple aim enterprise-wide

- Empower clinicians to deliver focused patient care by reducing the time spent on manual tasks with hyperautomation.
- Enhance total experiences by impacting patient satisfaction scores and increasing clinician productivity.

Deliver care anywhere

- Improve patient acquisition and retention through omnichannel experiences.
- Enable a paper-lite environment through document automation and integration.
- Overcome disruption by quickly launching new capabilities with low-code tools.



It has transformed the way we work with patients. They will find the time they spend in our hospital is more effective.

Head of Division of Emergencies and Critical Care at a large European hospital organization.

Digitally transform healthcare operations with single platform and a HL7 FHIR compliant data model.

HCLS – SM Capabilities

Pre-visit Management

Fast track time to treatment by streamlining patient procedure authorization and scheduling with playbooks, digital consent, and documentation.

Patient Support Services

Deliver patient-centric experiences across the patient journey from onboarding to support services.

Patient Portal

Capture patient's healthcare services (immunizations, requests, to-do, etc.) through a single portal to deliver convenient patient experiences.

HL7 FHIR compatible Data Model

Unify health data across disparate systems with a HL7 FHIR compliant data model that supports providers, payers, and life sciences organizations.

Consent Management

Complete consent online including HIPAA authorization, procedure-specific consent, program enrollment, and more.

Vaccine Administration Management

Manage any immunization at scale. Encourage prompt vaccinations and enhance population health with a streamlined approach to vaccination management.

Digital Documentation

Create, route, sign, and store documents digitally.

Omnichannel

Provide convenient patient experiences through various channels, including web, phone, chat, email, in-person, and social media.

Self-Service

Drive patient self-service from a single portal that includes knowledge, service catalogs, communities, and chatbots.

Virtual Agent

Improve the self-service experience with conversational guidance powered through a chatbot.

Knowledge Management

Provide instant access to relevant information for patients, caregivers, clinicians, and agents.

Agent Workspace

Enhance agent productivity through customized workspaces suited for the healthcare and life sciences industries.

Playbooks for Customer Service

Manage case flows across teams by digitizing and automating service processes.

Guided Decisions

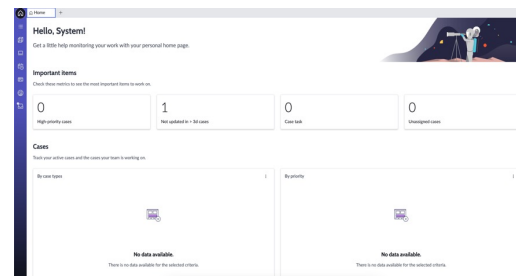
Dynamically guide agents to resolve cases with contextual next best action recommendations.

Predictive Intelligence

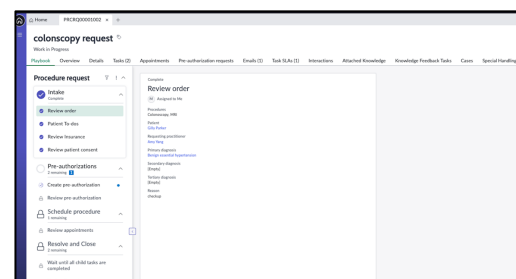
Use machine learning to route issues, recommend solutions, and identify self-service and case trends.

Performance Analytics

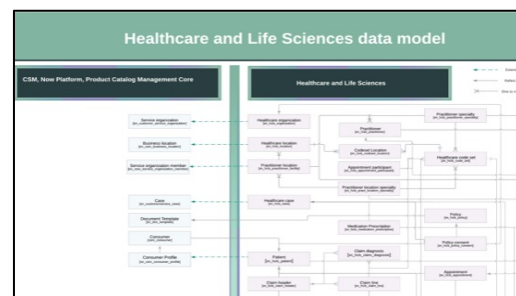
Unlock insights to anticipate trends, prioritize resources, and drive service improvements.



Persona-specific, customized healthcare and life sciences workspaces enhance care team productivity and minimize administrative waste.



Playbooks for patient pre-visit management help easily and efficiently manage activities like pre-authorization, scheduling, and more.



The FHIR HL7 compliant data model facilitates efficient data connection and access across diverse systems.

Learn more about ServiceNow solutions for Healthcare
<https://www.servicenow.com/solutions/industry/healthcare.html>

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