



Healthcare Providers

Your healthcare organization thrives on happy clinicians and satisfied patients. But siloed departments, disconnected point solutions, and low operating margins make it nearly impossible to build the enterprise-level processes that will give both care teams and patients the level of service they expect. Just as significantly, people-intensive tasks drive operating costs ever higher in an age of perpetual cost containment. What's needed are end-to-end business processes that streamline complex activities, such as clinician onboarding and asset management. Easier ways to keep your connected medical devices up and running. And tools that let clinicians spend less time on IT issues so they can spend more time with patients.

Enter ServiceNow - The Platform of Platforms

Clinician Onboarding

Delays in onboarding a clinician can cost your organization up to \$100,000 per week in lost billing. ServiceNow helps you streamline a process that often involves hundreds of steps and inputs from multiple organizations. Throughout onboarding, all involved parties maintain visibility into current status. Your new clinician can enjoy a consumer-grade experience while using a mobile platform to complete steps as efficiently as possible. By automating onboarding requirements, approvals, credentialing status, and offboarding, ServiceNow helps you maximize productivity, reduce staff shortages, and minimize lost production revenue.

Clinical Asset Management

Provide your IT support team with a holistic view of IoT and traditional connected medical devices from a single pane of glass. ServiceNow helps you minimize risk exposure for connected devices while keeping your hospital compliant with regulatory requirements. Internal support team can maintain high-security standards and route cases appropriately for resolution support. This enables your team to keep network-enabled devices running and track work order costs back to their associated assets—providing a true total cost of ownership from planning and acquisition to decommissioning.

EMR Lifecycle Management

EMR upgrade projects have the potential to cause significant disruption for your staff and patients. Use the ServiceNow platform to maintain a highly available EMR environment while carefully managing your investment of time and resources. Your IT project management team can steer a project plan through execution using pre-established templates and a structured framework that drives predictable outcomes with minimal operational impact. With ServiceNow, you ensure smooth upgrades by getting all the project planning tools and risk mitigation strategies you need in one platform.

EMR Help Button

Empower your clinicians to spend less time entering service requests for your EMR system so they can spend more time providing care and documenting their services. With ServiceNow, you can build a closed-loop process that lets your clinicians stay within your EMR while they make change requests, minimizing their time away from their most important duties. ServiceNow also provides a consistent process for aligning your resolution activities with your internal IT and enterprise application support teams. Throughout the change request process, your clinicians maintain complete visibility into request status and can track remediation.

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