



J2 INTERACTIVE



Drive-Through Testing with Online Record-Keeping

- **Challenge:** A COVID-19 testing site had been slowed down by time-consuming manual documentation.
- **Solution:** Salesforce Health Cloud
- **Results:** Care teams triage drive-through test patients with a simple application accessible from any laptop or mobile device.



At-Home Patient Triage

- **Challenge:** A specialty pharmacy sought to limit in-person patient contact to only the most essential interactions.
- **Solution:** Salesforce Health Cloud and Salesforce Shield
- **Results:** Staff seamlessly interacts with patients from their own homes, meeting patients' expectations of availability and responsiveness despite increased call volume.



Incoming Patient Assessment

- **Challenge:** Hospital staff had to screen and direct each person entering the hospital to the proper destination, manually documenting the outcome of each interaction.
- **Solution:** Salesforce Health Cloud
- **Results:** Redundant data entry is eliminated for patients that exist in the system, creating a more efficient screening process.



Rapid Shift Change Screening

- **Challenge:** Screening high volumes of employees during shift changes caused unacceptably long delays at screening points.
- **Solution:** Salesforce Community Cloud
- **Results:** Before work, staff members complete an assessment questionnaire at home, creating a fast track through shift change screening.



Barcode Equipment Tracking

- **Challenge:** Hospital staff needed to know the location of their essential equipment for patients during the crisis.
- **Solution:** An Ionic Framework Mobile Application
- **Results:** Using a small handheld scanner, caregivers scan barcoded ventilators to record their location. When a patient needs one, doctors access a simple online dashboard that shows the location and status of each one.

COVID-19 Solutions

As healthcare workers across the country and around the world fight on the front lines of the COVID-19 pandemic, all of us at J2 are ready to help with solutions that make their jobs easier and increase their effectiveness. We've worked with providers in the US and UK to tackle a number of challenging COVID-19 use cases using the Salesforce platform and custom-built applications.

"The Salesforce Health Cloud Quick Start program and J2 have quickly given Frederick Health the tools to adapt to the challenge of this pandemic."

— Roman Geiser
Director of Telecommunications,
Strategy, and Optimization
Frederick Health



silver consulting
partner



J2 Interactive is an award-winning software development and IT consulting firm that specializes in customized solutions for healthcare and life sciences. To speak with our team about how we can help your organization's COVID-19 response plan, please drop us a line.

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