PlektonLabs

Accelerating Digital Health Transformation

HOW **PLEKTONLABS** AND **SALESFORCE**
POWER SEAMLESS PATIENT EXPERIENCES

Enterprises. Made Better.

Digital health platforms must do more than look good. They need to connect systems, protect data, and enable personalized care. PlektonLabs helps healthcare organizations build secure, scalable solutions using Salesforce, with a focus on interoperability, clinical accuracy, and ease of use.

THE VIRTUAL CARE JOURNEY
MADE SIMPLE

Here is how a modern digital health platform flows:

1

SIGN UP & PROFILE CREATION

Patients register and enter personal and medical details.

2

CLINICAL DATA INTEGRATION

Systems pull information from health exchanges and build the patient's profile.

3

TRIAGE AND SMART ROUTING

An intelligent assistant assesses urgency and routes patients to the right care type.

4

APPOINTMENT SCHEDULING

Patients choose from on-demand or scheduled care options across multiple specialties.

5

PRE-VISIT PREPARATION

Screenings and labs are completed ahead of the session and sent to providers.

6

CARE DELIVERY

Providers access history, conduct virtual sessions, and share visit summaries and prescriptions.

7

ONGOING ENGAGEMENT

The platform supports follow-ups, progress tracking, and personalized health coaching.

Enterprises. Made Better.

PROCESS SUMMARY

SIGN UP → **PROFILE** → **TRIAGE** → **CHOOSE CARE** → **PREP** → **VISIT** → **FOLLOW-UP**

SALESFORCE IN ACTION

PlektonLabs uses Salesforce to create systems that scale:

HEALTH CLOUD	SERVICE CLOUD	MARKETING CLOUD
For unified records, care plans, and task management	For efficient support team workflows	Forpersonalized communication

EXPERIENCE CLOUD	OMNISTUDIO
For patient and provider portals	For intake forms and smart flows

salesforce

Enterprises. Made Better.

CONNECTED TO THE ENTIRE HEALTHCARE ECOSYSTEM

Our systems work seamlessly with:

- **Electronic Health Records (EHRs)** like Epic, Cerner, and athenahealth

Epic **Cerner** **athenahealth**

- **Health Information Exchanges** like CommonWell, Carequality, and eHealth

commonwell HEALTH ALLIANCE **carequality** **eHealth** TECHNOLOGIES

Exchange:

- Labs, pharmacies, and payer systems
- Data standards including **FHIR, HL7, CCD, and X12**

Using **MuleSoft**, we create reusable APIs and workflows that ensure real-time, secure data exchange.

COMPLIANCE BUILT IN

We follow strict healthcare and data privacy standards:

- **HIPAA, HITECH, GDPR**
- 21st Century Cures Act, CMS, ONC guidelines
- Salesforce Shield, GxP frameworks, and audit support

Security, accuracy, and compliance are embedded in every solution.

RESULTS YOU CAN MEASURE

Our solutions have enabled:

- Faster patient onboarding
- Automated referrals and prior authorizations
- Reduced manual reconciliation of data
- Improved coordination across care teams

We focus on outcomes, not just software delivery.

Enterprises. Made Better.

YOUR TECHNOLOGY PARTNER IN HEALTHCARE

Our team includes **certified Salesforce developers, FHIR and HL7 experts**, and **healthcare integration architects**. We work closely with clients to design, deliver, and optimize platforms that drive better results.

Our managed services team provides ongoing support, performance monitoring, and strategic planning for future capabilities like AI, population health, and value-based care.

Let's Build Smarter Healthcare Systems
Talk to us about transforming your digital health strategy.
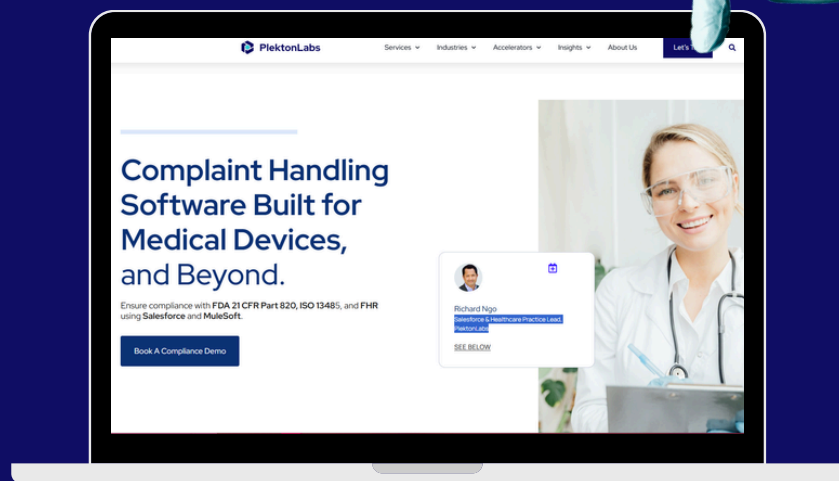
CONTACT US

✉ info@plektonlabs.com

🌐 https://www.plektonlabs.com/healthcare-experts/

SCHEDULE A CONSULTATION

PLEKTONLABS HEALTHCARE SERVICES

Helping you care, better.

Click Here

Enterprises. Made Better.

ABOUT US

PlektonLabs was established by industry experts in 2017 with the vision of improving the world one interaction at a time. We take a pragmatic approach in helping enterprises find the right integration strategy and mobilize organizations with trailblazing technologies like Salesforce, MuleSoft, Solace, TIBCO, Boomi, etc. Our personalized care and industry experience in providing cover-to-cover IT consulting services spearhead our clients into the world of digital transformation with confidence and comfort.

Learn more about us at:
https://www.plektonlabs.com/

PlektonLabs

5900 Balcones Dr, STE
4000, Austin, TX 78731, USA

18 King Street E, Toronto,
ON M5C 1C4, Canada

877-855-8775
www.plektonlabs.com
info@plektonlabs.com

Enterprises. Made Better.