

# Healthcare: Extending Beyond IT Service

ServiceNow for years has accelerated in the realm of IT, but because of that it's outreach sometimes can be limited to the IT realm. And, let's be honest, it is a great place to start... but the value can't stop there. At AHEAD, we have been working for years specifically to solve non-IT workflows. A few of the capabilities that AHEAD has helped our healthcare clients showcase the extensibility of FLOW on the NOW platform into operations and provider practices.

## AHEAD Healthcare Engagement

As ServiceNow Expands Outside of ITSM – We Have You Covered



### Physician Pay App

#### Custom Application

Tracking sub-contract physician pay for flex staffing not fully embedded in payroll process



### Provider Onboarding

#### ServiceNow HR + IT Service

Resolving the workflow to get physicians onboarded faster to help the patient experience



### Nurse Assist App

#### Custom Application

Minimize the effort for nurses to track down supplies by bringing visibility to inventory and location of supplies



### Telehealth Appt Support

#### ServiceNow CSM + IT Service

Facilitating escalation, remediation, and tracking of Telehealth appointment issues to improve patient experience and save lost appointments



### EPIC Service Mapping

#### ServiceNow ITOM + ITSM

Bring visibility to the EMR network connectivity and components to maximize up-time and improve the patient experience



### Research Environment Mgmt.

#### ServiceNow ITOM + Cloud Provider

Reduce time to provision Grand Funded Research Environment

## Healthcare Non-IT Use Cases:

Use Case	Capability	Details
Physician Pay App	App Engine	The app allows for the tracking of time and activities associated to sub-contract physicians which allows for their pay even though they are not on client HRIS.
Nurse Assist App	App Engine	The app allows nurses the ability to have visibility to supplies and operational requests to reduce their hunting and searching for supplies and solutions.
Telehealth Appt Support	CSM	Leveraging CSM, clients can manage patient contact surrounding technical connectivity issues to resolutions. Also allowing knowledge articles to help prepare patients for their visits to reduce missed appointments due to technical issues.
Research Environment Mgmt.	ITOM	Deployment environments for research efforts leveraging self-service standards and templates allowing for each of engagement and reduced IT time to market.
EMR Service Mapping	ITOM	Service Mapping of an EMR environment like EPIC to ensure critical infrastructure for the most important systems for patients and families is up.
Provider Onboarding	HR/ITSM	Providing a checklist and automation to shorten the time it takes to onboard physicians and nursing staff helps to maximize revenue and reduce loss of time.

Patients and families are the core value of every healthcare provider. ServiceNow offers a premier avenue not only for supporting the IT processes any longer. ServiceNow and AHEAD are making strides to let ServiceNow be the leading platform for engaging those most critical front-line resources that impact directly the patients and families.

## Medical Device (Asset) Management

AHEAD also has immense expertise in the area of Asset Management on the platform. Another thing we want all of our healthcare providers to consider is asset management for medical devices. Leveraging Field Service Management and connections to systems such as Medigate, you can help to manage the full life cycle of medical devices and the work order processes for field support and maintenance.

## Document Intelligence for Healthcare

Another area of healthcare that we can't get away from is the paper. Today there is still a vast array of paper passing through various processes within healthcare and now ServiceNow has a way to help with that leveraging its Automation Engine capabilities that have both RPA and OCR functionality. From faxed documents or email attachments from providers or even reading insurance cards at check-in, ServiceNow can help with reducing the manual data entry throughout the process.

Please contact us at:

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