

Patient services program support and implementation

3+ Years of relationship

20+ Engagements to date

Business Challenge

- **Unable to Migrate** programs from legacy systems to Salesforce on timely fashion
- **Lack of scalable architecture** to support various customer programs in same salesforce org
- **Sunset legacy full stack application** and migrate to programs to CLS
- **Other vendors not able to complete Salesforce projects**

CASE STUDY



CITIUSTECH SOLUTIONS

Implemented Salesforce Health Cloud: features to gain efficiencies for Engagement Center. Bolt Solution for various customer portals along with program migrations to CLS.

Accelerated case intake: Wilco Docx is in the process of implementation to expedite case intake for all inbound patients.

SLAs visibility and accuracy: Managing all programs in production for CLS platform

Bolt Solution implemented to spin off various HCP, FRM and Patient Portals by utilizing Experience Cloud for various Customers

VALUE DELIVERED

60+

Program Support

50+

Copay Programs

~ 99%

SLAs targets met

6+

Program Implementations

80

Hours* Manual Data Entry

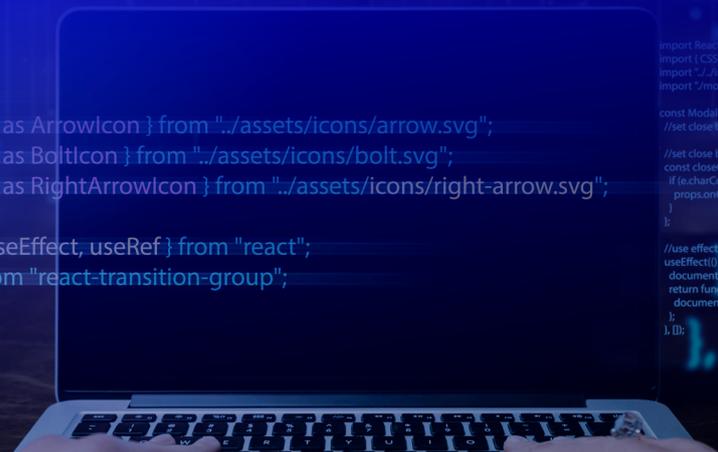
```
import "../index.css";
import { ReactComponent as ArrowIcon } from "../assets/icons/arrow.svg";
import { ReactComponent as BoltIcon } from "../assets/icons/bolt.svg";
import { ReactComponent as RightArrowIcon } from "../assets/icons/right-arrow.svg";

import React, { useState, useEffect, useRef } from "react";
import { CSSTransition } from "react-transition-group";
```

```
import React, { useState } from "react";
import { CSSTransition } from "react-transition-group";
import "../index.css";
import "../modal.css";

const Modal = (props) => {
  //set close by state
  //set close by "esc"
  const closeOnEscapeKeyDown = (e) => {
    if (e.charCode !== 27) {
      props.onClose();
    }
  };

  //use effect to detect click "esc"
  useEffect(() => {
    document.body.addEventListener("keydown", closeOnEscapeKeyDown);
    return function cleanup() {
      document.body.removeEventListener("keydown", closeOnEscapeKeyDown);
    };
  }, []);
};
```





Shaping Healthcare Possibilities

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