

Penrod Automates Assessment Forms for Salesforce Health Cloud

About Penrod

Penrod is a healthcare and life sciences consulting company that empowers exceptional experiences by engaging and consulting on technology and enabling digital transformation. As a healthcare-focused Salesforce Managed Services provider, Penrod works within Health Cloud. To seamlessly bring data into the platform, Penrod collaborates with innovative partners.



Industry

Business Services

Customer since

2021

Products

Titan Forms

Features

Forms Automation



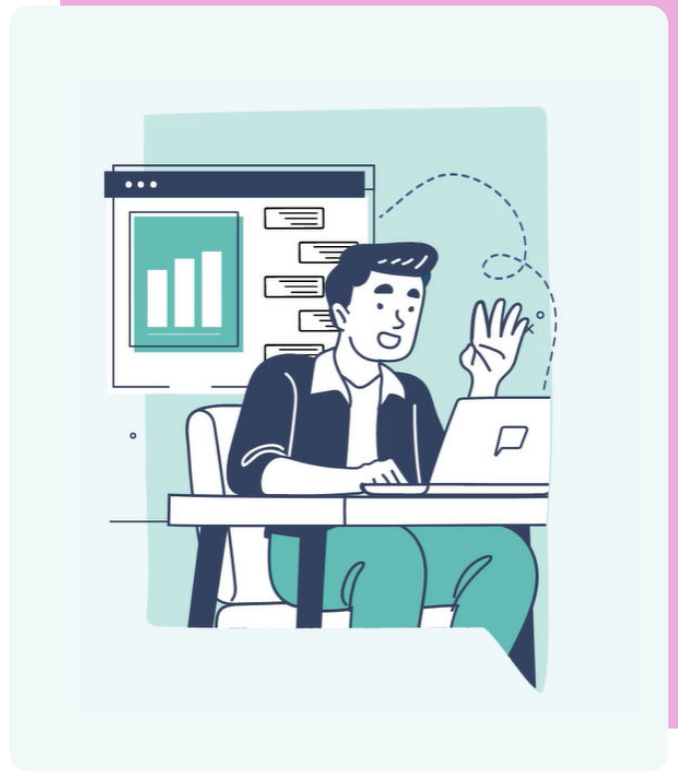
Automating Forms with Health Cloud

Penrod's expertise lies in effectively organizing data in Health Cloud. Historically, assessment processes have relied on paper forms. It's a massive problem across the entire healthcare industry and is especially noticeable in mental health. Accurate and timely patient responses are key in the assessment process, directly affecting the success of patient health outcomes. A process that helps patients effectively supply the necessary information becomes a major determining factor.

Penrod Tackles Client Challenges Using Titan

One of Penrod's largest clients, a clinician-guided clinic offering outpatient behavioral health across multiple US states, wanted to innovate its assessment processes. They were facing significant bottlenecks in the process as a result of its paper-based 9-item depression scale (PHQ-9) and 7-item Generalized Anxiety Disorder scale (GAD-7).

The client reached out to Penrod to inquire about automating these paper-based forms. They aimed to minimize manual data entry, automate assessment scoring, and increase the number of assessments.



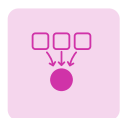
The Result: Seamless Automation for Health Cloud



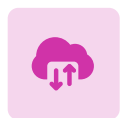
The new process significantly shortens the time-to-assessment
by eliminating the need for manual data entry and scoring.



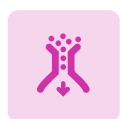
The new process is more secure than the paper based forms
Titan ensures HIPAA compliance by encrypting data both in transit and at rest.



The new process unifies data across the tech stack
All data is seamlessly transmitted to Health Cloud.



Penrod has implemented a solution that can read and write Salesforce data
to enhance the user experience of even difficult forms



Operational Bottlenecks have been eliminated
via automated web-to-lead forms and streamlined workflows