

Agent Advantage™ for Salesforce

Patient Services – Adherence Agent

BUSINESS CHALLENGE

Life Sciences companies lack proactive, predictive insights into patient behavior, leading to missed interventions and suboptimal outcomes.

AGENTIC SOLUTION

Our Adherence AI Agent built on top of Agentforce within Salesforce Life Sciences Cloud, designed to help you proactively identify patients at risk of falling off therapy. Enabling the support team, the Adherence Agent provides personalized engagement plans, recommend next appropriate best actions, and suggested materials to enable patients to stay on therapy, improving health outcomes.

VALUE PROPOSITION

Increased Adherence Rate

Proactively managing patients at high risk of drop out leads to increased adherence to therapy

Personalized Engagement Plans

Creates tailored outreach strategies for each patient, increasing the effectiveness of adherence interventions.

Next Appropriate Action Recommendations

Provides actionable guidance for Care Managers, enabling every interaction to be impactful and patient-focused.

Optimized Patient Outcomes

Helps patients stay enrolled and on therapy, with the goal of improving health results and enhancing the value of specialty treatments.

AGENT CAPABILITIES

Proactive Adherence monitoring

Tracks patient status in real time via direct interactions and system updates. Recommends intervention levels according to pre-defined standard operating procedures (SOPs), enabling appropriate escalation or support.

Personalized Patient Engagement

Assesses patient journey stages to identify when reminders or adherence support are needed. Personalizes outreach by adapting frequency and type of reminders to individual patient profiles. Triggers timely interventions (e.g., reminders, educational prompts) based on patient engagement patterns.

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