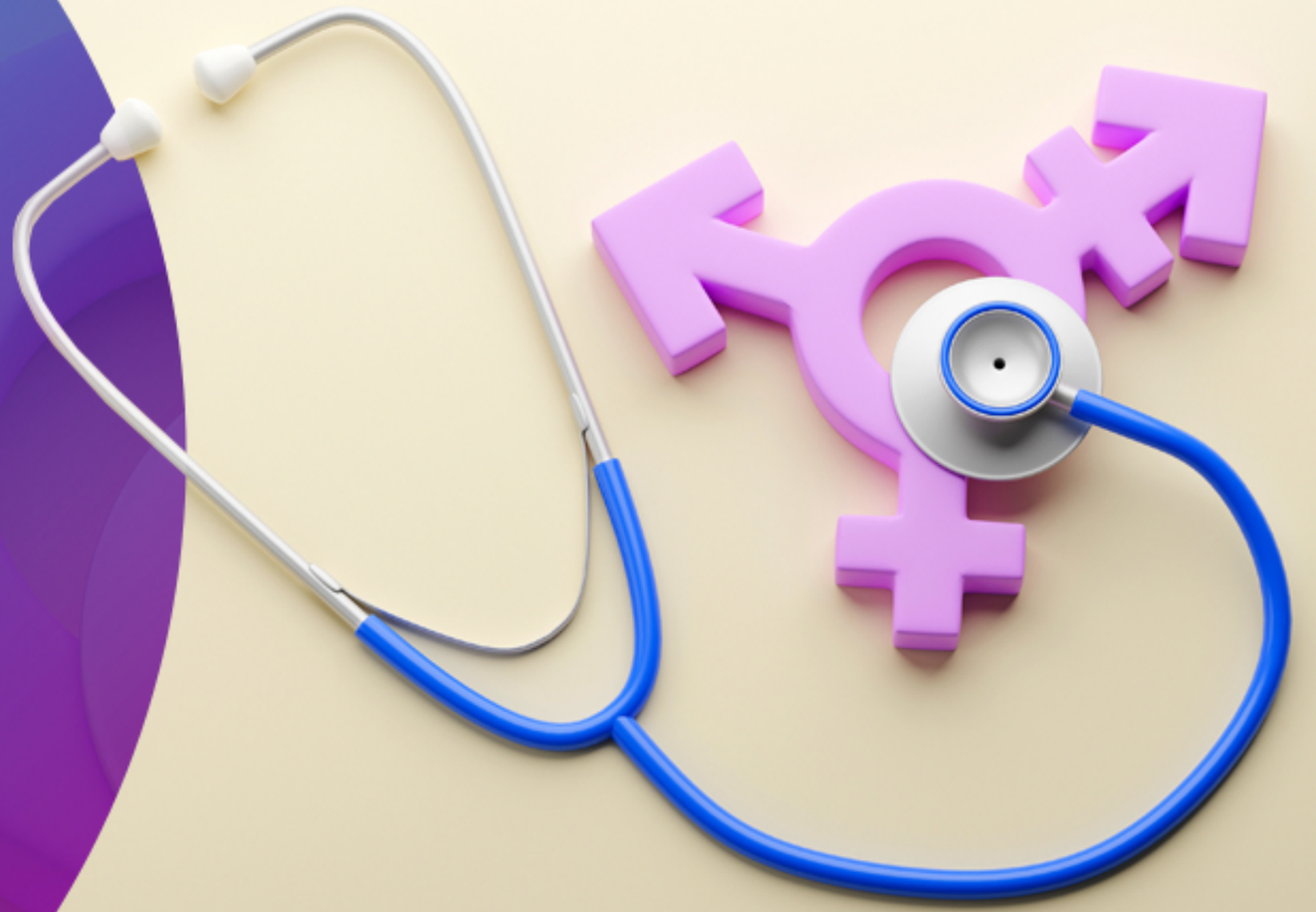
aress
Technology that Impacts Business

salesforce sales cloud

BUILDING A CUSTOM APPLICATION ON **SALES CLOUD** FOR

LONDON TRANSGENDER CLINIC



Our **Customer**

London Transgender Clinic is the only premier private clinic in the UK providing comprehensive, holistic care for trans individuals. At LTC their professional, caring and supportive team provide the patient access to Consultant Psychologists for assessments, followed by evaluation by their Senior Nurse Prescriber, Mary Burke for gender hormone therapy. LTC is the only clinic in the UK providing a full range of gender affirming surgery including FFS, Top Surgery, MTF GCS and Body Surgery under the care of their Specialist Transgender Surgeon, Mr. Christopher Inglefield. The patient also has access to voice coaching, laser hair removal, pain free electrolysis, make-up and wardrobe advice and etiquette consulting.

WPATH WORLD PROFESSIONAL ASSOCIATION for TRANSGENDER HEALTH

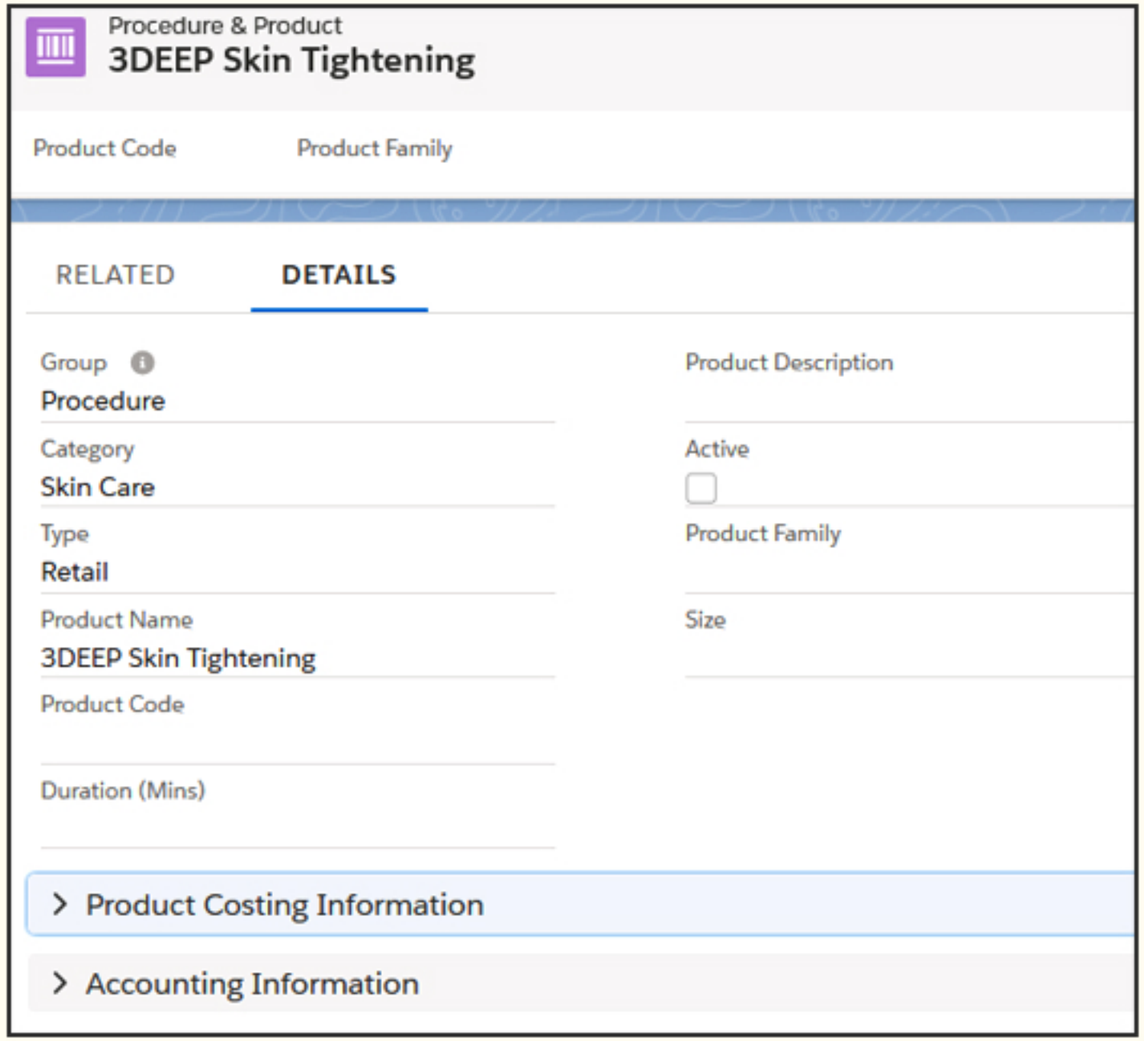
Adhering to WPATH Standards of Care

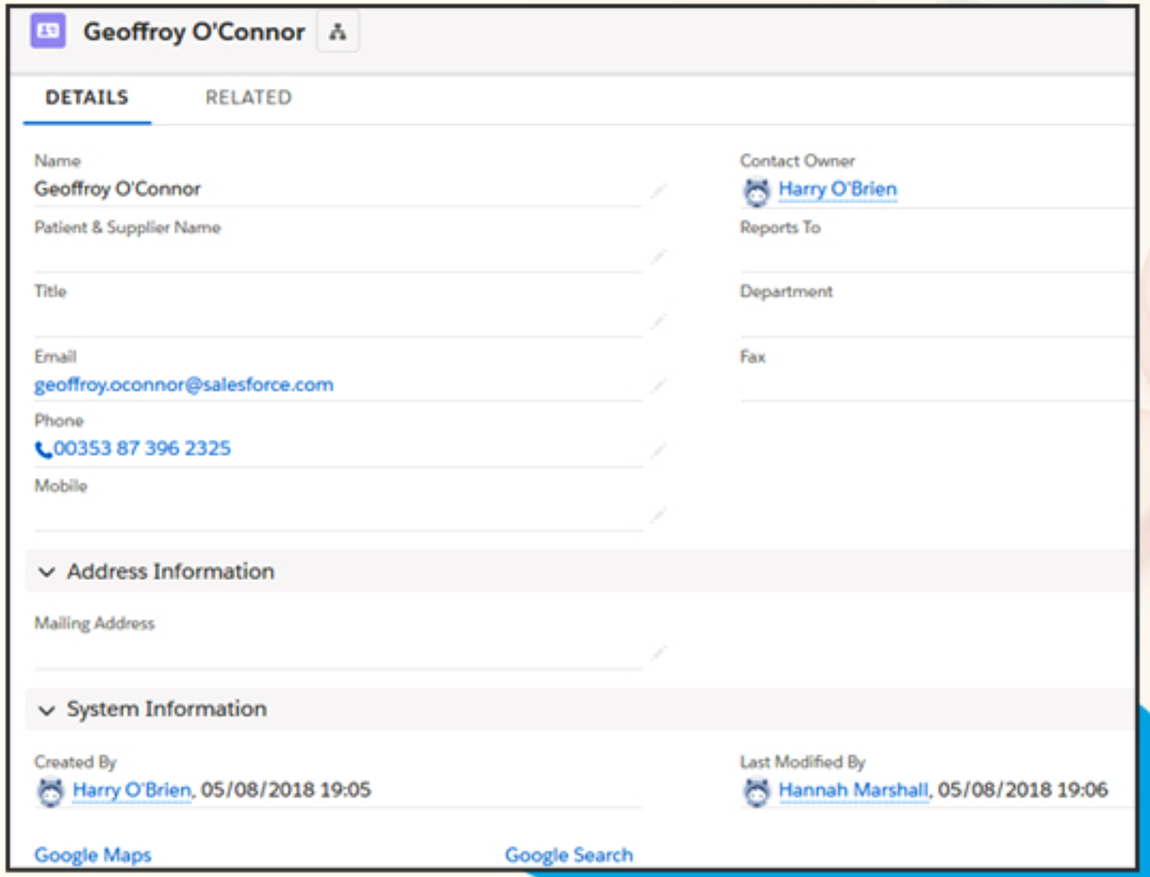
What bothered them

London Transgender Clinic was using different systems, like, excels for managing their master details (Clinic information, Procedure, Address book, Prescriptions, patient records, Appointments), Xero for billing management, Unleashed for inventory system. This was creating challenge for the management to track everything in one place. As the business continues to grow, they needed a common platform that would enable to get all information in one system along with rich reporting functionality that would highlight issues and bottlenecks, allowing them to be dealt with quickly and easily.

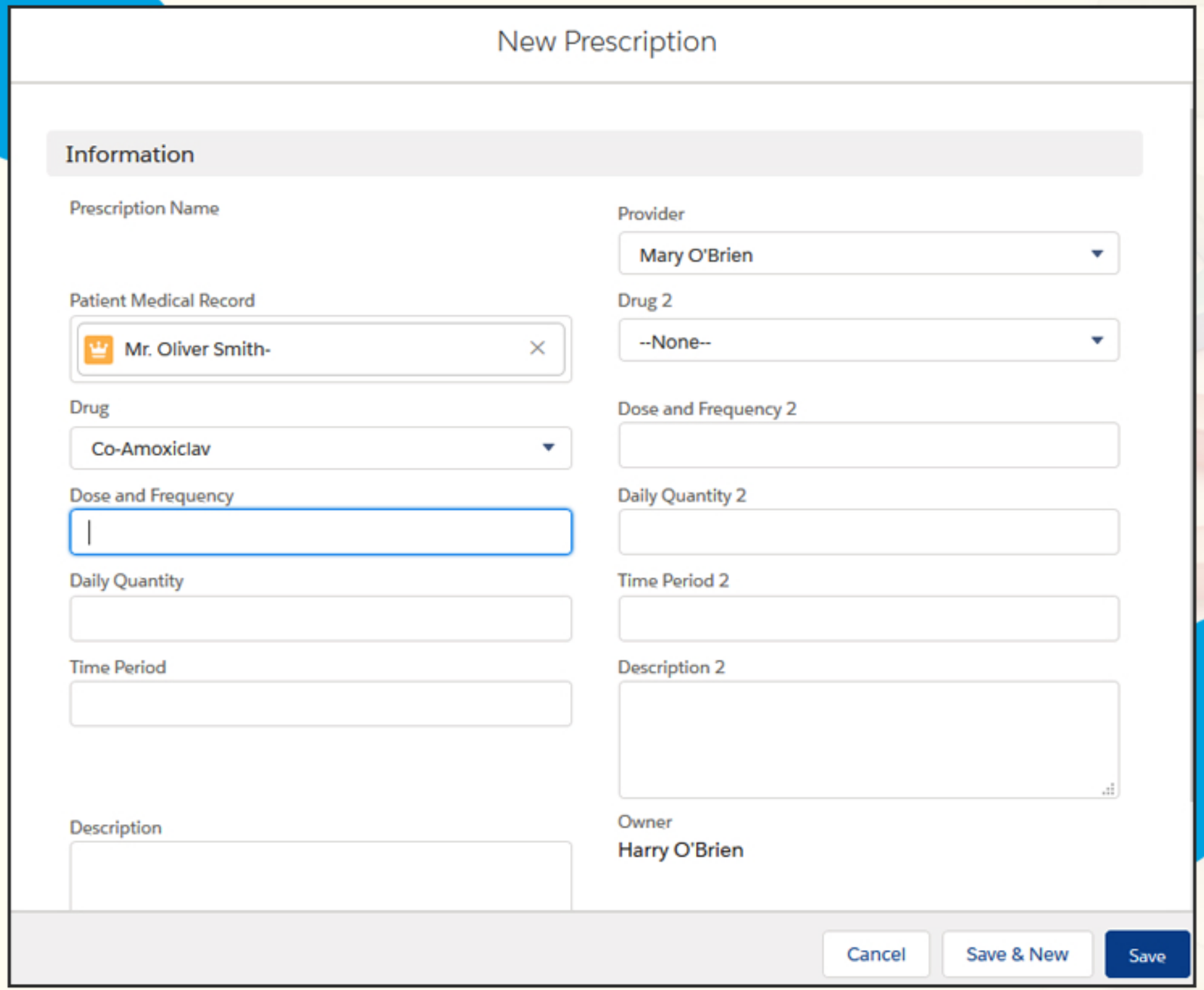
What we did

- We provided them with setup of all their **master data entry** interface, which allowed to consolidate the data required for Patient Management. This includes Maintain the clinic details, procedures along with its category, cost, provides and instructions. Created address book to store contact details for all the providers like Doctors, Hospitals, Suppliers, Staff, etc.

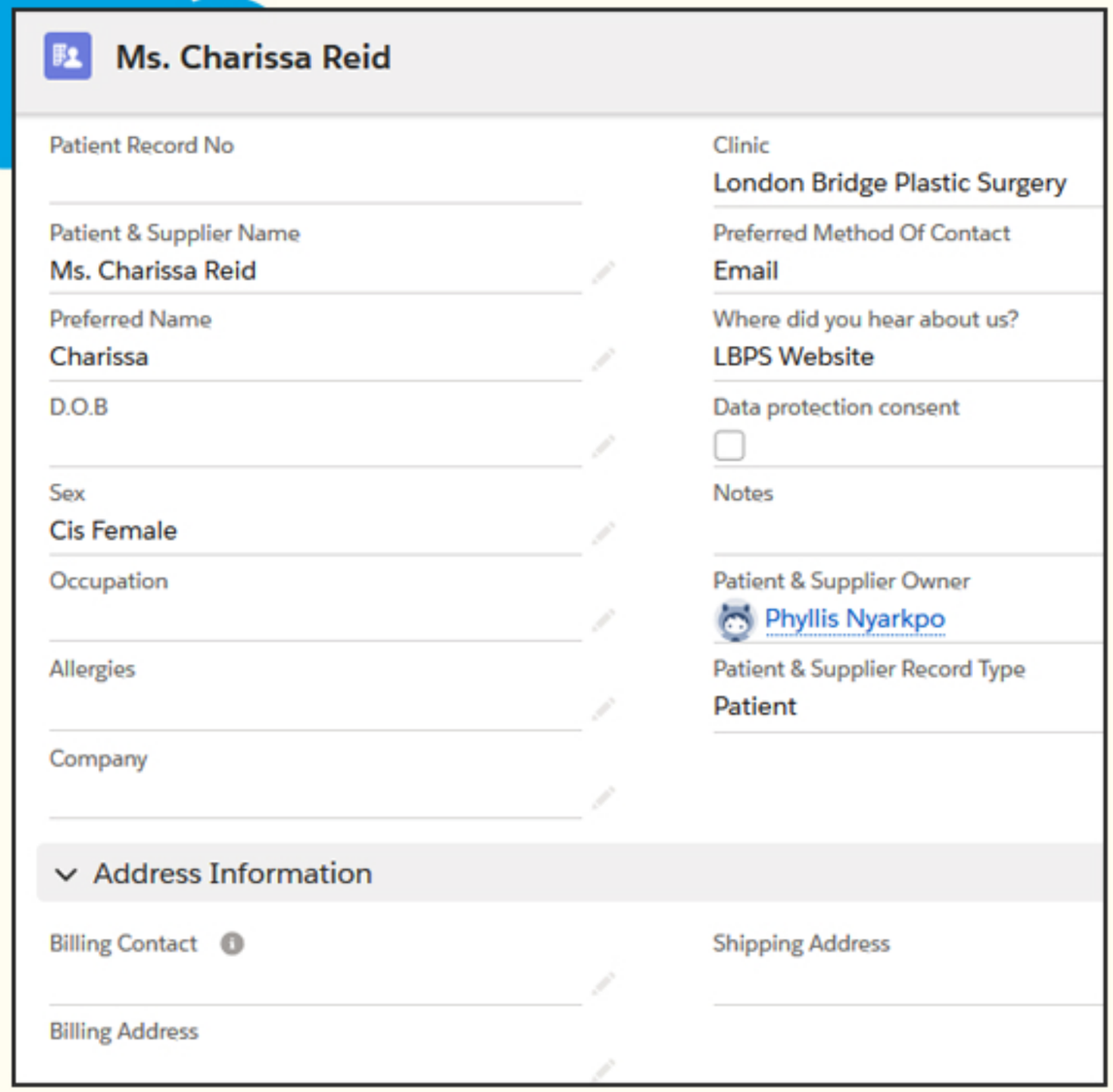


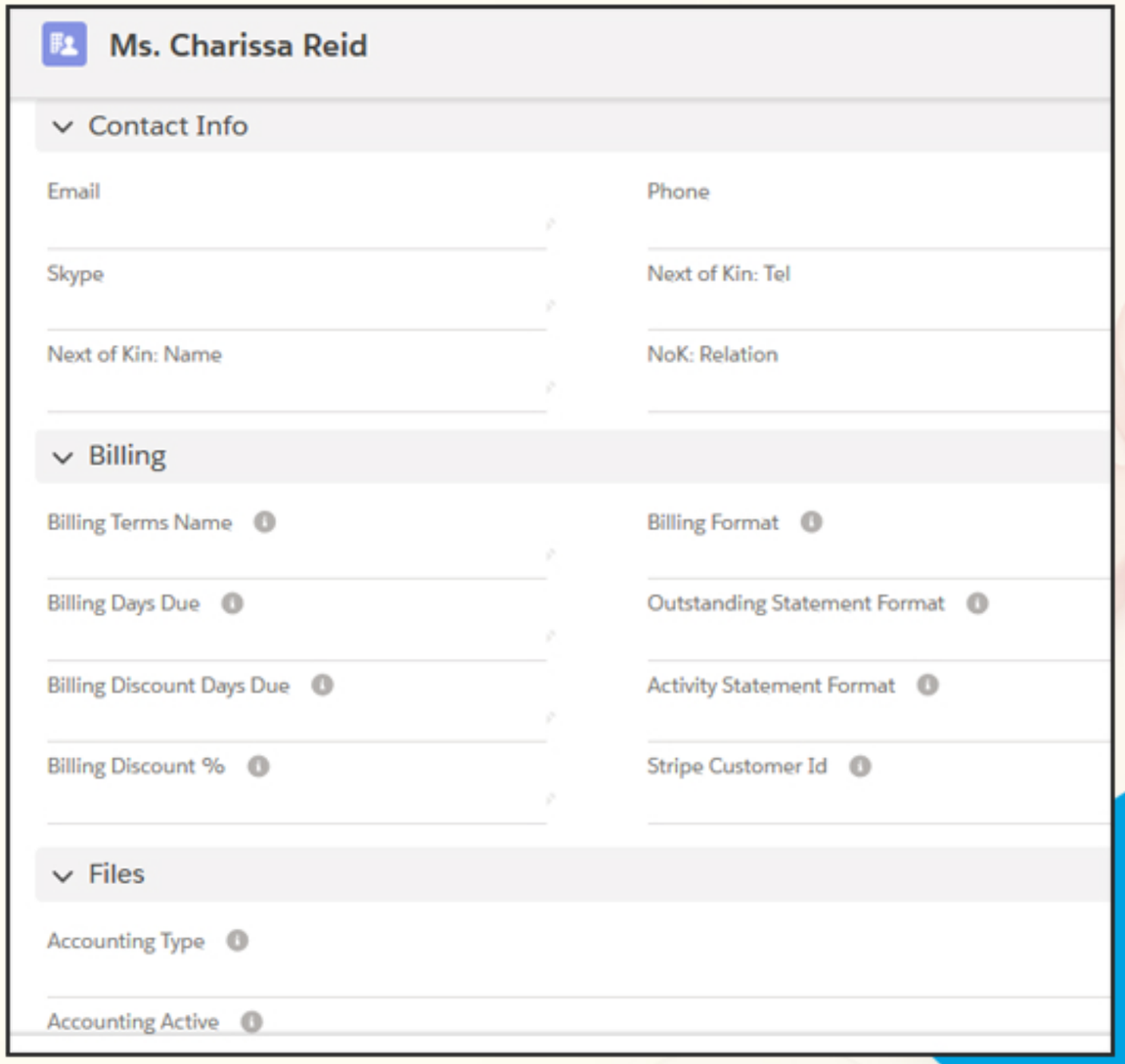


- Ability to store **Prescription** in the form of a template, which will have the drug details, instructions for taking the drugs, Provider details, etc. The template will be selected based on Patient's condition, facility to import in a form of CSV file. Option to upload scanned copies of Prescriptions. Also, option to create a custom prescription and generate a print in the predefined template format.

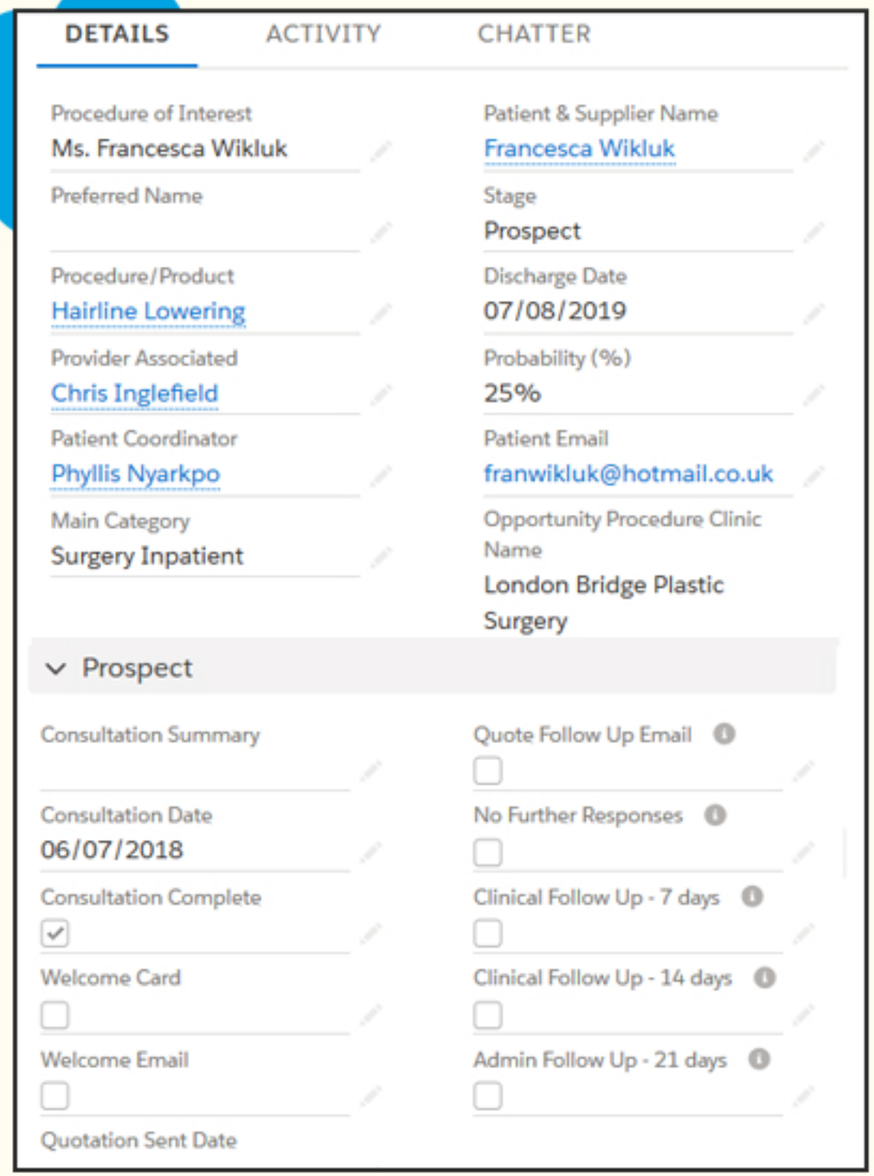


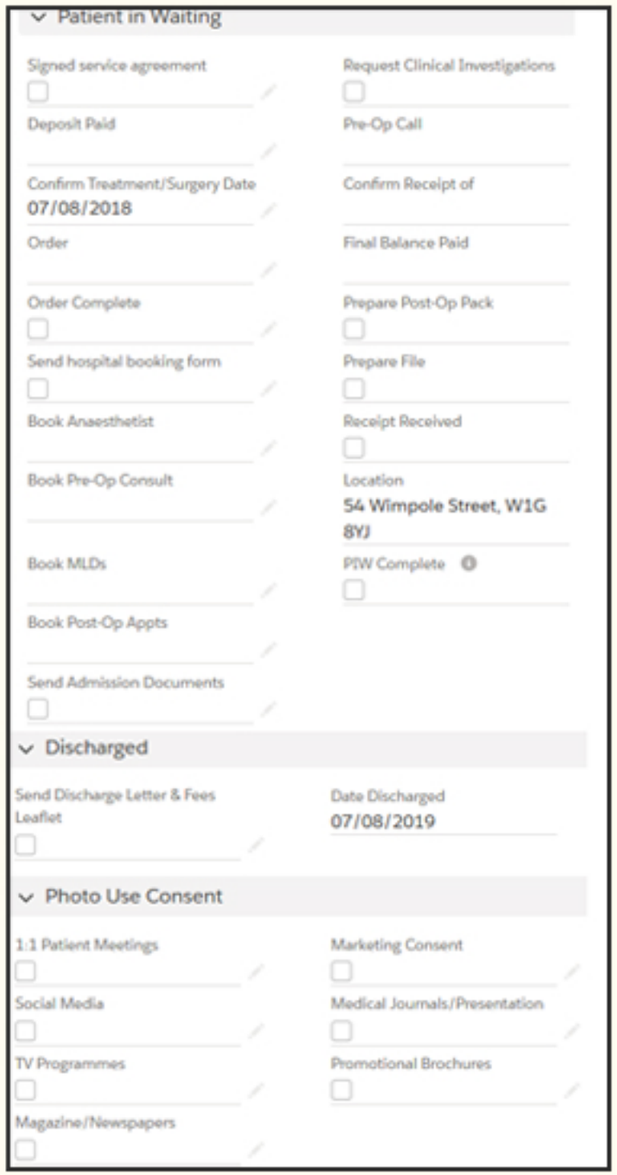
- **Patient Management:** Ability to manage Patient details like Patient Record No, Demographics, Contact Details, Consent form of Contact, etc. Ability upload Patient specific documents. Also records the Billing and Payment details and Related Contacts.

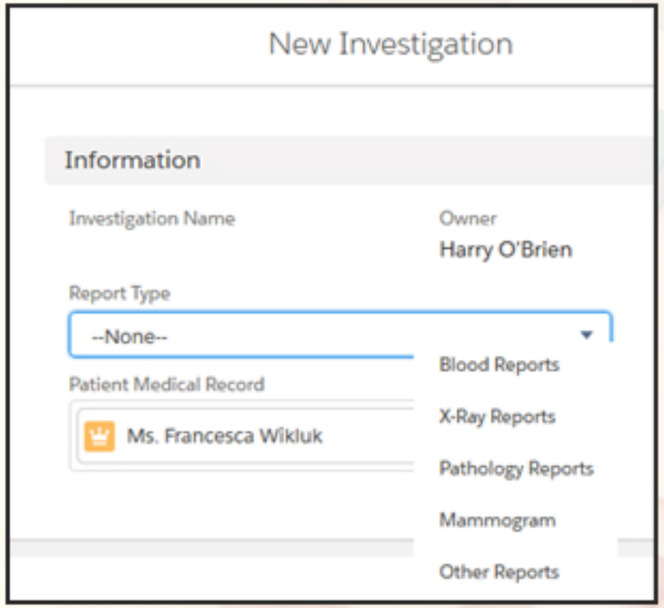


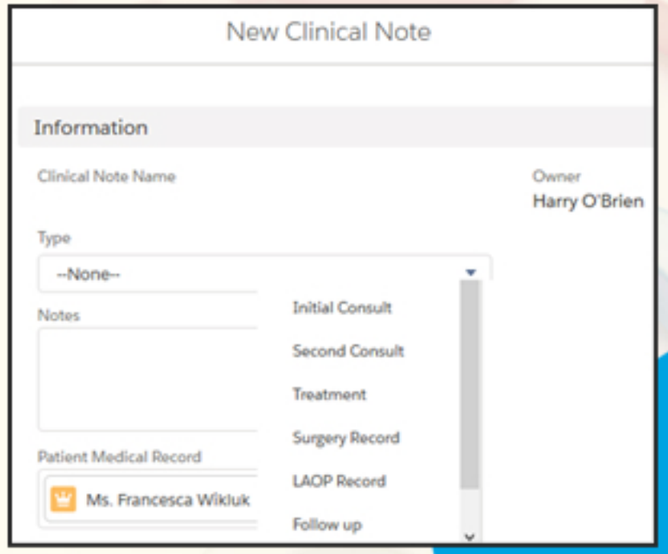


- **Patient Cases:** Store the medical records for the Patient. Each medical record will have details for Procedures, Treatments, Provider, Patient Co-ordinator, Prescriptions, Notes and Category. Ability to attach photos for Patient or the Medical records.









Business Value realized by the Customer

The organization now have real time access to their patients and supplier details, what event and tasks are scheduled and other information like conversion rate, adoptions and financial information together.
They have also got an integrated view of the whole end to end system. This resulted in an enormous improvement of employee productivity and satisfaction.