

**Microsoft Cloud for Healthcare (IC-001)**

**Course Number:** MOC-IC-001  
**Duration:** 4 days

**Overview**

This official Microsoft course, Microsoft Cloud for Healthcare (IC-001), teaches healthcare industry professionals how to configure the Microsoft Cloud for Healthcare Azure solution to provide service to both staff and patient.

**Prerequisites**

It is strongly recommended that learners have a deep understanding of Microsoft Power Platform before attending this course.

**Materials**

All Microsoft Cloud for Healthcare training students receive Microsoft official courseware.

**Software Needed on Each Student PC**

Attendees will not need to install any software on their computers for this class. The class will be conducted in a remote environment that Accelebrate will provide; students will only need a local computer with a web browser and a stable Internet connection. Any recent version of Microsoft Edge, Mozilla Firefox, or Google Chrome will work well.

**Objectives**

* Explore the challenges of managing health and life sciences data
* Examine the tools and connectors that comprise Azure Health Data Services and the benefits that they provide
* Learn about Common Data Model
* Configure an environment to deploy Microsoft Cloud for Healthcare
* Navigate the Care Management application
* Create a new location record
* Create a bookable resource
* Configure the schedule board
* Use care management components with the Microsoft Dynamics 365 Field Service Mobile app
* Set up Azure Health Bot
* Configure Dynamics 365 Customer Service Omnichannel Live Chat
* Set up and navigate the Patient Access portal
* Create and set up agent scripts to show in the Productivity pane
* Create and set up knowledge articles
* Configure the Virtual Clinic app
* Explore interoperability challenges of health and life sciences data
* Describe the core global health data standards Azure Health Data Services supports today
* Examine the tools and connectors that comprise Azure Health Data Services and the benefits that they provide
* Identify types of FHIR resources
* Enable IoT data scenarios for remote patient monitoring
* Ingest data from devices

**Outline**

* Microsoft Cloud for Healthcare Overview
  + Learn about the current healthcare trends and demands
  + Discover the basics of Microsoft Cloud for Healthcare
  + Learn about priority healthcare scenarios and featured capabilities of the solution
* Microsoft Cloud for Healthcare Data Model
  + Learn about Common Data Model
  + Learn about the Microsoft Cloud for Healthcare data model
  + Learn about Common Data Model extensibility
* Microsoft Cloud for Healthcare Training Environment Preparation
  + Describe the dependencies of Microsoft Cloud for Healthcare
  + Obtain trial licenses for dependent products
  + Obtain trial licenses for Microsoft Cloud for Healthcare
  + Configure environment to deploy Microsoft Cloud for Healthcare
  + Assign security roles
* Manage Healthcare Data with Care Management in Microsoft Cloud for Healthcare
  + Explore the Microsoft Cloud for Healthcare data model
  + Navigate the Care Management application
  + Create a new location record for Lamna Healthcare Company
* Patient Outreach in Microsoft Cloud for Healthcare
  + Create a patient segment
  + Create a marketing email
  + Create a patient journey
  + Create a virtual healthcare marketing event
* Home Health in Microsoft Cloud for Healthcare
  + Create a bookable resource
  + Configure the schedule board
  + Use care management components with the Microsoft Dynamics 365 Field Service Mobile app
* Azure Health Bot in Microsoft Cloud for Healthcare
  + Set up Azure Health Bot
  + Configure Dynamics 365 Customer Service Omnichannel Live Chat
  + Embed Azure Health Bot in a Power Apps Portal
  + Extend Azure Health Bot with custom scenarios
* Enable Patients to Access the Patient Access Portal
  + Set up and navigate the Patient Access portal
  + Create and set up agent scripts to show in the Productivity pane
  + Create and set up knowledge articles
  + Experience an escalation scenario from the Healthcare Patient Portal through Microsoft Azure Health Bot into Patient Service Center
* Virtual Visits in Microsoft Cloud for Healthcare
  + Configure the Virtual Clinic app
  + Configure Microsoft Teams for virtual visits
  + Schedule a virtual visit in the Patient Portal
* Introduction to Azure Health Data Services
  + Explore interoperability challenges of health and life sciences data
  + Describe the core global health data standards that Azure Health Data Services supports today
  + Examine the tools and connectors that comprise Azure Health Data Services and the benefits that they provide
* Health Data and FHIR
  + Identify types of FHIR resources
  + Identify resource elements, structures, and hierarchy
  + Learn about the FHIR RESTful API framework
* Work with Medical Imaging Data and DICOM
  + Learn why DICOM standards are important
  + Explore the DICOM standards and DICOM service
  + Review the use case for radiology data in cancer treatment with examples
* MedTech Service with IoT Devices
  + Enable IoT data scenarios for remote patient monitoring
  + Ingest data from devices
* Conclusion