

Patient Experience Journey Map



DIGITAL HOT SPOTS

Prior to Visit

Seeking healthcare information, remote triage
 Choosing a physician or caregiving facility for treatment
 Appointment scheduling and reminders

Diagnosis and Treatment

Remote interactions with providers
 Accessing and sharing electronic health records (EHR)
 AI-based provider support
 Care team collaboration

Follow-up Care

Filling, refilling, and approving prescriptions
 Remote health monitoring
 Ongoing patient care and plan reminders

Microsoft Learning, Training, and Education

- **Microsoft Imagine Academy**
 - Providing the technology skills and certifications students and faculty need to succeed.
 - Prepare students for college and careers with on-demand, industry-recognized courses and certifications in IT, computer science, productivity, and more.
 - **Cost** – Free, with a Microsoft Enterprise License
 - **Link** – [Microsoft Imagine Academy \(Click Here\)](#)
- **Microsoft Learning Action Pack Program**
 - Annual subscription that builds on your membership with resources designed to accelerate your growth and enhance your productivity.
 - Designed to bolster the library of turnkey education materials and unlimited trainings available through your partnership.
 - **Cost** – Free, with a Microsoft Enterprise License
 - **Link** – [Microsoft Partner Action Pack \(Click Here\)](#), or access the Partner Action Pack through your [Microsoft Partner Center Dashboard](#)
- **Microsoft Learning Partner Model**
 - Offers a breadth of training solutions to suit the needs of your students and community, including blended, in-person, and online learning.
 - Microsoft Certification preparation to help you take your institution's ability to train Microsoft technology skills to the next level.
 - **Cost** – Free, with a Microsoft Enterprise License
 - **Link** – [Microsoft Learning Partner Model Program \(Click Here\)](#)
- **Other Microsoft Learning Models**
 - LinkedIn and LinkedIn Learning
 - Microsoft Learn, Education, AI Business School, Datacenter Academy
 - GitHub, Azure Machine Learning