



Microsoft in Healthcare



Denise Richard

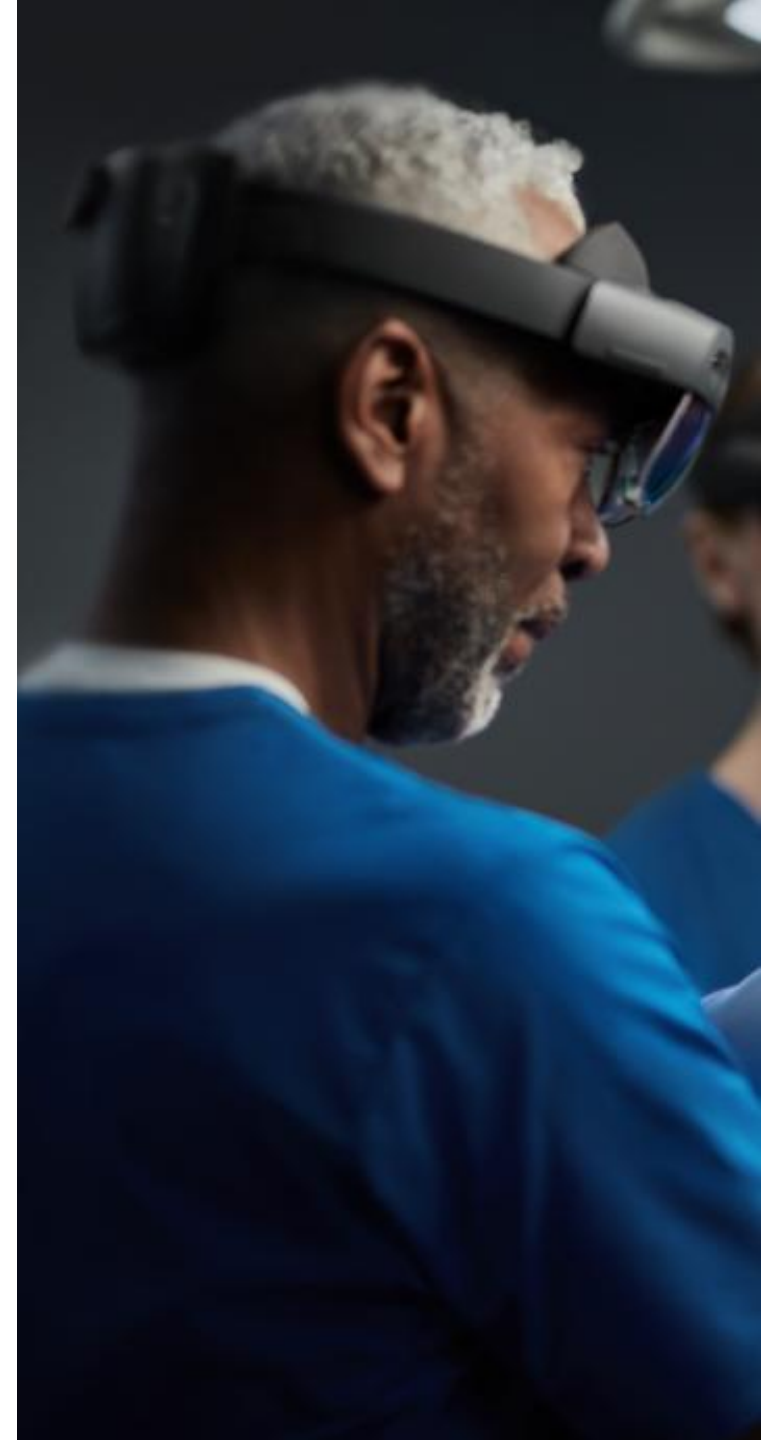
Healthcare Lead Switzerland

[Denise Richard | LinkedIn](#)



Agenda

- | | |
|----|---------------------------------|
| 01 | Microsoft in Switzerland |
| 02 | Microsoft Cloud for Healthcare |
| 03 | AI Transformation in Healthcare |
| 04 | Use Cases |
| 05 | Summary Q&A |





Microsoft in Switzerland





“How we reinvent ourselves now
will define what comes next.”
- Satya





About Microsoft Switzerland

Facts & Figures

- Since 1989 in Switzerland
- >1000 employees
- Office locations: Zurich, Bern & Geneva
- GM: [Catrin Hinkel](#)

Microsoft Runs on Trust

- We fully commit to adhere the Swiss Data Protection law in our contracts
- [Service Trust Portal](#)

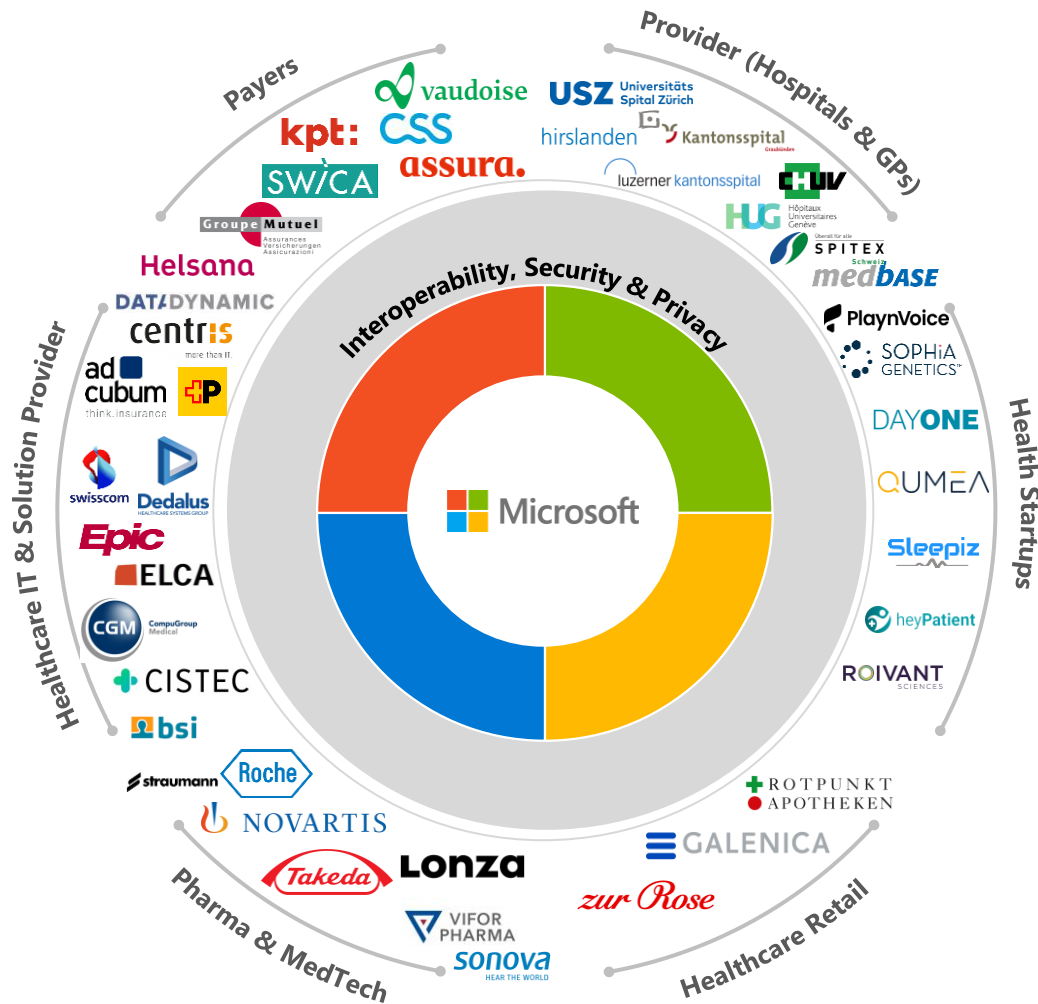
Healthcare Industry Focus

- [Microsoft Cloud for Healthcare](#) takes advantage of our industry data model, which enables data interoperability to unify and enrich data from multiple systems
- Significant healthcare initiatives like the [Swiss Healthcare Circle](#) driven by Microsoft Switzerland
- [Microsoft Technology Center \(MTC\)](#) with an extended focus on healthcare.

Large Ecosystem

- Microsoft's growing ecosystem of partners build and extend the robust capabilities of the Microsoft Cloud
- 4'600 Partners and 14'000 certified specialists in Switzerland today
- [Der erste Schweizer Wettbewerb rund um KI-Talente - lerneKI.ch](#)

Our Vision & Mission for the Swiss Healthcare Ecosystem



Our Vision

"We want to be the
Cloud Platform Of Choice
in the digital journey for the
Swiss Healthcare Ecosystem...

Our Mission

...by fostering **interoperability**, drive continues
innovation, connect **stakeholders** and build
strategic partnerships
to **enable** and **create sustainable value** together
with our **Customers & Partners for and beyond**
Switzerland"



Microsoft Cloud for Healthcare



How Microsoft Cloud for Healthcare comes to life

Improve patient outcomes and drive workflow effectiveness through transformation by enabling intelligent healthcare through AI and the cloud.



Partner ecosystem



Healthcare capabilities & features



Healthcare solutions:
Pre-configured and customized



Applications and services



Microsoft Partner ecosystem

Healthcare specific
Vertically-aligned

Build. Extend. Enrich. Enable. Connect



Healthcare portals
Power Portals



Connectors
Microsoft apps | 3rd party



Healthcare apps
Power Apps | Canvas



Pre-configured workflows
Power Automate



APIs | Health Bot
Azure



Templates | Lists | Messaging | Tasks
Teams



Dashboards
Power BI



AI models & intelligence
Text, speech, vision, knowledge



Common Data Model
HL7 & FHIR & OpenEHR



Cross-cloud integrations
Teams | Dynamics 365 | Power Platform | Azure



Microsoft Dynamics 365



Microsoft Azure



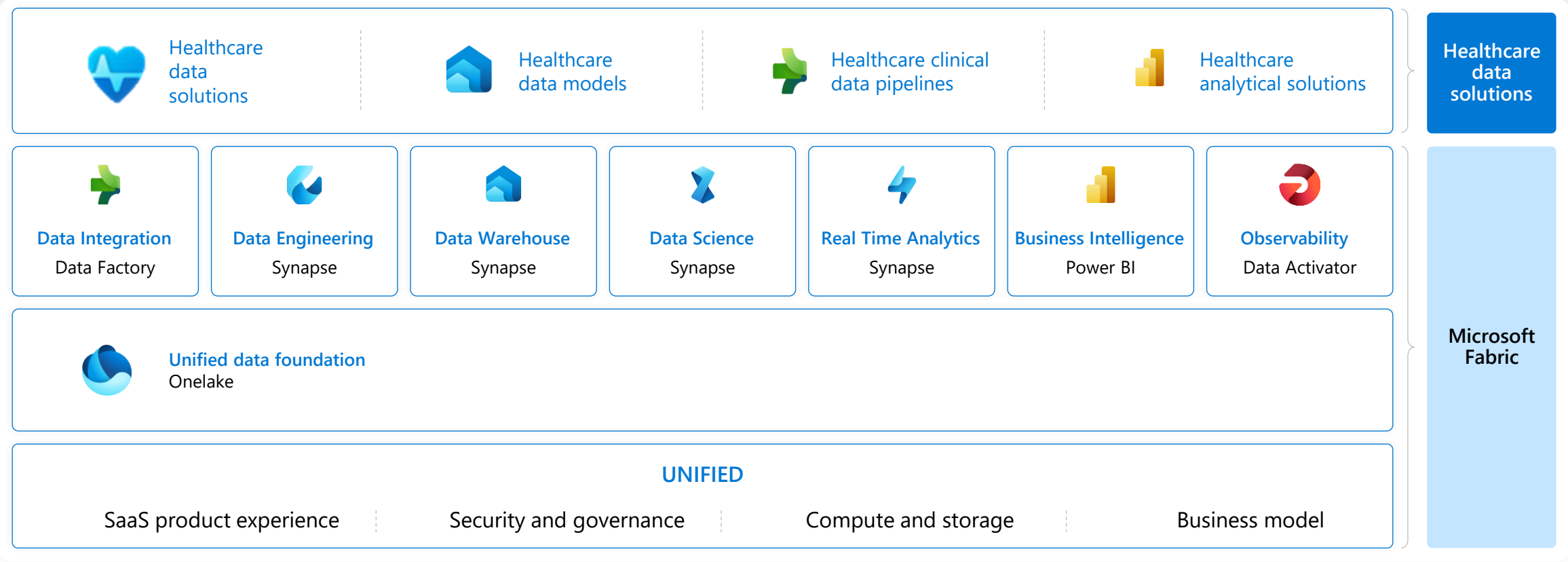
Microsoft Power Platform



Microsoft 365

All your data in one location

An end-to-end analytics platform that brings together the data and analytics tools that healthcare organizations need to go from the data lake to the business user





AI Transformation in Healthcare



AI Transforming the Healthcare Industry

Empowering Clinician & Care Teams



Doctor and Nurse
Co-pilot Next Best
Action



Ambient Clinical
Documentation



Discharge and
Referral process
shortened

Enhance Patient Engagement



Conversational
Triage



Finding
patient information



Simplified letters
multi-lingual,
any age

Operational Efficiency



Internal employee
Policies



Predicting No
Shows



Call-center
optimization

Pressing challenges, we see across the whole Healthcare market



Replying to messages



Reviewing and placing orders



Signing patient notes



Annotating patient charts



Completing flowsheets



Discharge summaries



Searching patient charts



Drafting return to work letters



Navigating the EHR



Accessing clinical content



Drafting referral letters



Obtaining prior authorization



A new unified Dragon experience



Microsoft Dragon Copilot

Dragon Medical One

Voice dictation capabilities



DAX Copilot

Ambient listening capabilities



Fine-tuned generative AI

with new capabilities and Microsoft's infrastructure, global footprint and approach to trustworthy AI



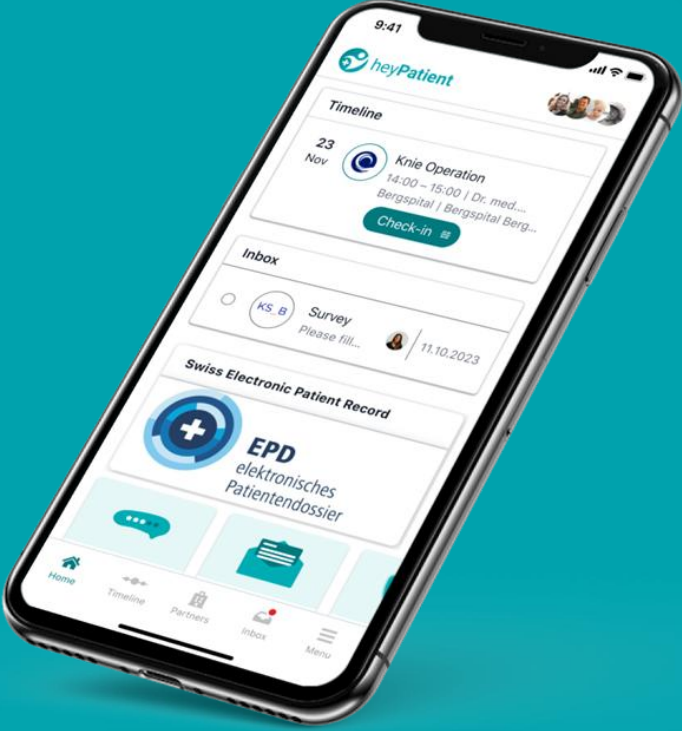
Use Cases




Swiss Healthcare References: heyPatient



[Highest usage of Microsoft for Healthcare in Switzerland \(heyPatient.com\)](https://www.heyPatient.com)



 **heyPatient**

Mobile Health as a Service

heyPatient uses:

- Swiss Azure Cloud
- Microsoft Teams and Services
- Azure API for FHIR
- and more...

www.heyPatient.com

www.heyPatient.com

[Post and heyPatient plan partnership for the health care sector](#)



Swiss Healthcare References: COMPASSANA



Wie Microsoft Compassana beim Aufbau eines Gesundheitsökosystems hilft



[Zum Original](#)

Compassana setzt sich mit allen Akteurinnen und Akteuren für eine verbesserte Zusammenarbeit und eine integrierte Gesundheitsversorgung ein. Das Herzstück des Ökosystems bildet eine digitale Plattform. Microsoft Azure stellt die grundlegende Infrastruktur für den Betrieb und die lokale, sichere Datenspeicherung zur Verfügung.



Modernize
operations



Elevate workforce
experiences



Deliver exceptional
customer experiences





Save-the-Date: Swiss Healthcare Circle Donnerstag, 12. Juni 2025



<https://aka.ms/SwissHealthcareCircle-anmeldung>

How will **you**
disrupt next?





Questions?





Thank You!



Denise Richard

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