ServiceNow Healthcare Solutions
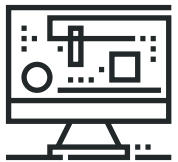
Delivered by Edgile

New Healthcare-vertical Solution Highlights

Coming Soon to the ServiceNow Store

Enhanced Healthcare Compliance

Better manage business associates, mandate specific attestations, and easy-button reporting on a mandate-by-mandate basis.

Healthcare Incident & Complaint Management

Corporate compliance incident and complaint intake portal with workflow and reporting.

Healthcare Evidence Warehouse

Develop a warehouse with 'Evidence Boxes' to rapidly respond to multiple requests for the hospital's control posture; assess once, test once, satisfy many.

Edgile – Your Healthcare ServiceNow Partner

Edgile has deep expertise in Healthcare, serving providers since 2001. Edgile professionals have successfully designed, built and run Information Security, Privacy and Vendor Risk Management Programs for large healthcare providers. In fact, some of the Edgile team are former healthcare security and assurance leaders with first-hand experience building solutions to help improve the quality and consistency of programs powered by ServiceNow GRC and SecOps.

Enhanced Healthcare Compliance

• Mandate specific (PCI, HIPAA) attestation solution.
• Improved reporting to demonstrate compliance leveraging ArC Healthcare content
• For each citation of a source, will show actual controls with latest test results.
• Integration of Business Associate Agreement (BAA) into Vendor Risk Management – both from an automated
   and ad hoc standpoint.
• Certificate of Insurance document request management.
• Leveraging 'valid to' dates to re-trigger document requests through NOW (e.g., BAA, COI, etc.).
• Dynamic survey on Conflict of Interest (COI) to be completed annually and ad hoc

NOW Prerequisites - GRC: Vendor Risk Management, GRC: Policy & Compliance Management, GRC: Profiles

Healthcare Incident & Complaint Management

• New Service Portal for corporate incident and complaint intake.
   • Fraud Claims – False or suspicious claims billing
   • Privacy Breach – Four Factor Risk Assessment with State Breach Reporting Accelerator
   • Ethics Violations - Sexual Harassment
• Ability to indicate source and type of incident and complaint for differentiated treatment.
• Ability to interface with hotline for anonymous reporting.
• Ability to store attachment, report status, interface with corrective actions as well as coordination with legal,
   HR and Risk Management.

NOW Prerequisites - GRC: Issues Management

Healthcare Evidence Warehouse

• Accomplish the organization's 'Assess Once, Test Once, Satisfy Many' objective, re-using evidence from one
   compliance or audit activity for other subsequent activities.
• Creation of "evidence boxes" for linking multiple pieces of evidence to multiple records leveraging the
   Edgile ArC Healthcare Content (sources, requirements, controls) to provide 'easy-button' compliance reporting
• Ability to see available evidence on each record and as part of audits

NOW Prerequisites - GRC: Audit Management