

Overview and FAQ for partners

September 2023

Microsoft Cloud for Healthcare



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| Icon of a checklist document clipboard with a gear besides it | About this document |

Purpose: This Microsoft Cloud for Healthcare Overview and FAQ is designed to help partners answer common questions about the Cloud for Healthcare and understand how they enable and benefit from the cloud offerings.

Audience: Microsoft partners and others interested in learning more about Microsoft Cloud for Healthcare and related partner opportunities.

When to use: Use this document when seeking to understand the Microsoft industry clouds or Microsoft Cloud for Healthcare. This document is not designed to be customer facing or provide customer-facing messaging. In addition to this FAQ, we recommend that you take advantage of the full breadth of partner resources on [Microsoft Cloud for Healthcare Partner Assets](https://partner.microsoft.com/en-us/asset/collection/microsoft-cloud-for-healthcare-partner-assets#/) page, which includes customer-facing material.

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| Icon of a checklist | October 2022 update for Microsoft Cloud for Healthcare |

Q: What will be announced in October for the Microsoft Cloud for Healthcare update?

We’re excited to share Microsoft Cloud for Healthcare Wave 2 2022 release. With this latest Wave release, we continue to deliver on our healthcare strategy with industry-specific IP that helps healthcare provider organizations enhance patient and clinician experiences, empower health team collaboration, and improve clinical and operational insights. They include:

Enhanced patient engagement

* Unified patient view: Patient snapshot [GA Oct]
* Patient trends: Patient indicators [Preview Aug]
* Patient trends: Missed appointments model [Preview Aug]

Empower health team collaboration

* Care management: Improved care plan [Update Oct]
* Care plan in patient access portal [Preview Dec]
* Patient outreach: patient journeys [Preview Dec]
* Partner service center: Embedded Microsoft Teams [Preview Oct]

Clinical and operational insights

* Text analytics for health multi-language support (French, Italian, German, Spanish, Hebrew, Portuguese) [Preview Sep]

Data management

* Data integration toolkit [GA Oct]
* Improvements to virtual health data tables [Update Oct]
* Dataverse healthcare API [Update Oct]
* Data models [Payor Update Oct, Provider Preview Dec]
* Synapse database templates [GA Aug]

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|  | Introduction to industry clouds |

Q: What are Microsoft industry clouds?

Microsoft industry clouds are new extensions of existing Microsoft Cloud services. Each of these offerings is designed to work as one, bringing together the breadth of our solutions with new capabilities, customizations, and standards tailored specifically for each industry. Customers do not need to migrate any existing deployments to take advantage of these capabilities as industry clouds do not have dedicated data centers.

The clouds are composed of industry-specific pillars. Each industry pillar represents a high-level business outcome that the customer is trying to achieve (e.g., enhance patient engagement). Within each industry pillar are a set of “customer scenarios,” or solutions that apply a technical capability to solve a customer’s specific pain point. These end-to-end, industry-specific customer scenarios offer existing and new capabilities that unlock the power of Microsoft Azure, Microsoft 365, Microsoft Dynamics 365, Microsoft Power Platform, and more.

Q: What value do the industry clouds offer that surpasses traditional cloud services?

Microsoft industry clouds combine the power and value of Microsoft 365, Azure, Dynamics 365, and Microsoft Power Platform with solutions tailored to specific industry needs. Those industry-specific solutions are built with components that are available exclusively as part of the industry clouds and are not available as part of Microsoft’s other cloud services: industry apps, sample apps, workflows, AI models, connectors, open standards, third-party connectors, common data models (CDM), common data services (CDS), and Synapse. These solutions lower the barrier to entry for new development and reduce time-to-market to enable you to deliver more value to your customers in less time.

Q: Why is Microsoft focused on industries?

Microsoft’s deep commitment to industry is not new, but it’s taken on a new urgency as businesses increasingly need to apply tools and technology to ensure resiliency. While every organization needs resilience and agility, their specific opportunities and solutions are unique to each industry. That’s why Microsoft has invested in industry-specific cloud solutions—vertical IP offerings tailored to address the unique needs of industries while removing friction and accelerating the time to value.

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|  | Overview of Microsoft Cloud for Healthcare |

Q: What is Microsoft Cloud for Healthcare?

Microsoft Cloud for Healthcare helps healthcare organizations accelerate their transformation by augmenting the Microsoft Cloud with industry-relevant compliance, security, and interoperability standards. It helps unify the data estate through a common data model to break down data silos, helping healthcare organizations improve insights, regardless of where the data resides.

Specifically, the Cloud for Healthcare is composed of four "industry pillars," built on an industry data model that enables interoperability and innovation. Each industry pillar represents a high-level business outcome that the customer is trying to achieve (e.g., create personalized patient experiences). Within each industry pillar are a set of “customer scenarios,” solutions that apply a technical capability to solve a customer’s specific pain point. These customer scenarios offer existing and new capabilities that unlock the power of Microsoft Azure, Microsoft 365, Microsoft Dynamics 365, Microsoft Power Platform, and more. The Cloud for Healthcare offers the flexibility to adopt these customer scenarios in a modularized fashion.

Ultimately, the Cloud for Healthcare provides trusted and integrated capabilities that make it easier for organizations to create personalized patient experiences, gives health teams connected collaboration tools, and adopts data standards that are important to healthcare.

Q: What healthcare verticals does the cloud support?

Microsoft Cloud for Healthcare initially focuses on the provider vertical. Longer term, we are committed to providing better connectedness to drive even greater outcomes for all health stakeholders – providers, payors, and life sciences organizations. Like most of our investments across industries, we have a growing ecosystem of healthcare partners that can help healthcare organizations with integration services, and/or build-upon, extend, and enable the value of the Microsoft Cloud to customize solutions that address the most pressing challenges health organizations are facing today.

Q: What business opportunities can Microsoft Cloud for Healthcare create, and what roles in the customer’s organization stand to benefit?

Microsoft Cloud for Healthcare creates the following opportunities for roles across the organization including CEO; Chief Operations Officer or VP/Director of Operations; Chief Information Officer or VP/Director of IT; Chief Medical Officer; and Chief Nursing Officer:

* Online care: Secure, compliant virtual consultations with chat, video, or voice create an opportunity to streamline visitation and increase patient convenience. Microsoft Cloud for Healthcare improves care management by establishing a 360-degree view of each patient to create tailored care plans, increasing patient engagement by encouraging more active participation through personalized experiences.
* Leveraging data: Microsoft Cloud for Healthcare provides a unified and highly configurable platform that enables secure collaboration and messaging across the organization. This in turn improves care management, scheduling, and resource optimization by empowering care team members with the right operational tools. By unlocking the power of IoT and analytics to monitor health, Microsoft Cloud for Healthcare optimizes patient treatments from anywhere, anytime.
* Interoperability: By unifying data on a single, secure data platform, Microsoft Cloud for Healthcare empowers providers to improve operational efficiency and transform health outcomes.

Q: Are there any customers already using this solution?

We have several healthcare organizations and partners in the process of deploying and/or using various Microsoft Cloud for Healthcare capabilities, including areas like patient engagement, virtual visits, care management, and health date interoperability. Customer stories can be found at [https://customers.microsoft.com](https://customers.microsoft.com/).

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|  | Partner opportunity |

Q: What is the opportunity for partners?

Microsoft Cloud for Healthcare scales through partners and offers a value-additive platform for them to seamlessly integrate their solutions. Here are the ways partners can benefit from going to market jointly with Microsoft:

Accelerate innovation with AI and reduce time to market – Deliver innovative solutions and increase deployment success leveraging the Microsoft Cloud platform and industry & AI capabilities that are built on a foundation of security and compliance.

* Focus on what matters—innovation and high-value solutions—by starting with industry standard capabilities, data models, connectors, AI, and APIs
* Increase agility with market leading low-code, no-code resources that speed implementation
* Leverage Microsoft technology designed to meet and exceed your customers’ security and regulatory compliance requirements

Quickly scale your go to market – Learn, develop, and launch industry solutions with Microsoft’s industry skilling, designation, and marketing programs.

* Enhance skills and offerings with comprehensive, industry-specific designation programs and training
* Reduce engineering cycles by equipping architects with comprehensive technical resources, documentation, and access to Microsoft technology specialists
* Accelerate marketing campaigns and drive awareness with Microsoft-developed marketing and sales enablement materials

Win new customers with industry solutions – Reach more customers by co-selling industry solutions alongside Microsoft sellers and scaling on the Microsoft commercial marketplace

* Expand your accounts with the help of our intelligent sales engines—including transactability in the Microsoft commercial marketplace and co-selling alongside Microsoft sales specialists
* Increase visibility through industry cloud designation and highly specialized co-marketing resources, including features in Microsoft web properties, blogs, and events
* Boost revenue by doing more with less—leveraging Microsoft’s established network of customers and partners, and their investments in the Microsoft Cloud

Q: How do partners bring Microsoft Cloud for Healthcare to life?

Partners play a central role in our Cloud for Healthcare strategy. They are deeply integrated into our customer and prospect base across sub-verticals, and they extend Microsoft infrastructure, platform, and software capabilities with industry-specific solutions.

We look to partners to facilitate integration of Cloud for Healthcare specific to each customer’s needs and environment, expand offerings and current capabilities while breaking into new markets, and transform customers’ businesses while helping them realize value.

As part of our guiding principles, product development decisions will be documented and communications with partners who have built technologies on Microsoft assets will be as candid as possible, reflecting trust and collaboration. We always respect partner NDAs and confidentiality agreements, never building Microsoft technologies that leverage partner IP.

Together, we offer customers an integrated Microsoft and partner solution.

Q: I am an ISV or SI that offers capabilities to healthcare customers. Is Microsoft now competing with me?

No, Microsoft is not competing with our partners. Cloud for Healthcare offers a vast array of interoperable building blocks designed to solve problems unique to the healthcare industry. Microsoft’s growing ecosystem of services and ISV partners extend the robust cloud capabilities of the Cloud for Healthcare. Partners can extend the solutions available in Microsoft Cloud for Healthcare to customize or augment what a customer would experience out of the box. Partners can also create new and differentiated experiences using these building blocks.

The industry common data model further allows partners to extend and connect to our solutions and enables interoperability across applications. It also allows partners to consume, enrich, and surface the data available to customers in Microsoft Cloud for Healthcare to make their experiences richer and more relevant.

Microsoft Cloud for Healthcare helps customers with security and compliance requirements. Partners who integrate with or build upon Microsoft Cloud for Healthcare are requested to adhere to and will benefit from inherited platform controls built in to meet customer demand.

Q: What role do SIs and GSIs play in enabling Microsoft Cloud for Healthcare?

Global Systems Integrators (GSI) and SI services partners deliver functional implementation of Microsoft Cloud for Healthcare by deploying, building-upon, and enabling cloud capabilities. They drive integration and interoperability with each healthcare customer’s on-premises and cloud-based solutions, such as the EHR.

Because the Cloud for Healthcare is built on Microsoft Cloud’s extensible architecture, services partners customize our cloud capabilities to fit each customer’s unique needs. Additionally, they provide a breadth of services for data management and governance, as well as advisory services and planning, documentation, and readiness for organizational change and adoption.

Q: What role do ISVs play in enabling Microsoft Cloud for Healthcare?

Independent Software Vendors (ISV) build SaaS, PaaS and other software solutions on the Microsoft Cloud, including Microsoft Azure, Microsoft Dynamics 365, Power Platform, and Microsoft 365.

These partner-developed solutions can integrate or connect to Microsoft Cloud for Healthcare capabilities through connectors, APIs, and other integration layers.

Q: What ISV products are integrated into Microsoft Cloud for Healthcare?

Microsoft does not sell ISV products as part of Microsoft Cloud for Healthcare. However, Microsoft partners can build industry-catered solutions and intellectual property that are integrated with Microsoft Cloud for Healthcare solutions. Please refer to this [list of third-party applications on AppSource](https://appsource.microsoft.com/en-US/marketplace/cloudsindustry) that are integrated to work with Microsoft Cloud for Healthcare.

Q: I am a CSP reseller. Can I resell the Microsoft Cloud for Healthcare SKU?

No. At this point, CSPs are not eligible to resell the Microsoft Cloud for Healthcare SKU.

Q: In my role as an SI, I have created industry-specific accelerators and solutions, some of which overlap with the customer scenarios of the Microsoft industry clouds. How can I decide what IP to continue investing in? Can you share a roadmap so that I can confirm my investments won't conflict with future customer scenarios?

Microsoft does not and will not control partners' intellectual property or provide guidance on your IP investments. That said, we are invested in being transparent about our industry cloud customer scenario roadmap, information that you can use to inform your investment decisions. We urge partners to consider customer value, cost to market, and agility of solution deployment when evaluating first-party native solutions vs. building solutions atop Microsoft Cloud for Healthcare platforms. If you would like to learn more about our roadmap, you may reach out to your Partner Development Manager to set up a roadmap briefing under NDA.

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|  | Industry standards and compliance |

Q: How does Microsoft Cloud for Healthcare help me meet my compliance requirements?

You can find the most up-to-date information about Microsoft Cloud for Healthcare compliance on [Microsoft Docs.](https://learn.microsoft.com/en-us/industry/healthcare/compliance-overview)

Q: Is the Healthcare Add-on a “Core Online Service?”

No. Not all Healthcare Add-on services are included on the list of Microsoft Core Online Services. Please see the Core Online Services section in the OST to see the most up to date list of services that comprise “Core Online Services.”

Q: Are all Healthcare Add-on services part of the Microsoft HIPAA Business Associate Agreement?

No. To understand which services enable customers to achieve HIPAA compliance, we have provided a compliance dashboard link that will give customers up to date information regarding the application of the Microsoft HIPAA/Business Associates Agreement (BAA) to each service.

Q: Are there industry standards that Microsoft Cloud for Healthcare meets out of the box that are not met out of the box by Azure public cloud?

Just like Microsoft’s existing core services within Microsoft 365, Dynamics 365, and Azure, the solutions within Microsoft Cloud for Healthcare are designed to support compliance requirements. Beyond the foundational platform customer scenarios that Microsoft Cloud for Healthcare is built on, it contains first-party scenarios that make it easier and quicker to build solutions and lower maintenance costs. This in turn helps customers accelerate deployments and remove friction in addressing regulatory compliance:

* We provide greater interoperability and transparency into shared responsibility with our unique tools and programs, solving some of the initial industry customer adoption challenges related to risk assurance and support.
* We support customers through their compliance journey by integrating and streamlining our security, compliance, and assurance documentation and related learning resources.

Q: What is the impact to the shared responsibility model for existing Azure, D365 and M365 customers for security, governance, and compliance if they were to adopt Microsoft Cloud for Healthcare?

There is no impact to the shared responsibility model. All Microsoft cloud solutions are reviewed with a close eye to the model. To learn more, visit the [shared responsibility documentation page](https://learn.microsoft.com/en-us/azure/security/fundamentals/shared-responsibility).

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|  | Pricing and licensing |

Q: What does the Microsoft Cloud for Healthcare SKU cost?

As of August 1, 2023, the existing industry solution templates included in the healthcare industry cloud subscriptions are available at no additional cost (for example, Care Management). Customers and partners will be able to take advantage of these vertical solutions and add incremental value to their existing Microsoft Cloud investments. Standalone industry solutions will retain their existing packaging models (such as those for energy, Microsoft Sustainability Manager, EHR Connector, Compliance Program, and Nuance products).

Disclaimer: The pricing information may be subject to change without prior notice.

Q: Who is the best target for this SKU?

Health providers and customers who have already purchased our underlying technology (Microsoft 365, Dynamics 365 Healthcare Accelerator, Azure, or Dynamics 365 solutions) will be most open to this discussion as the cost of entry will be much lower. In addition, customers currently on the Dynamics Healthcare Accelerator or who have downloaded the Azure Health Bot could be receptive to an upsell for additional capabilities.

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|  | Deploying Microsoft Cloud for Healthcare |

## Technical information

Q: Will additional capabilities be added over time?

Yes, there will be minor and major Waves. There is a roadmap that includes additional capabilities for Provider, Payor, BioPharma, Life Sciences, and Med Tech healthcare verticals.

Q: Are there reference architectures available for Microsoft Cloud for Healthcare?

Yes, and you can learn more about successful, robust cloud deployments in the Microsoft Cloud for Healthcare [reference architecture center](https://learn.microsoft.com/en-us/industry/healthcare/architecture/empower-health-team-collaboration).

Q: Is it a sovereign cloud?

No, it is not a sovereign cloud and runs within existing Microsoft data centers. Deployment locations depends upon which capabilities partners are deploying and the underlying cloud service dependencies across Microsoft Azure, Microsoft Power Platform, Microsoft Dynamics 365, and Microsoft 365.

Q: Is implementing the industry data model an out-of-the-box experience?

The application building process will vary depending on the partner’s IP needs. Microsoft provides API endpoints for the data integration to facilitate data ingestion into Microsoft data platforms adhering to the industry data model. There are several industry-leading Microsoft and partner solutions, as well as tooling, that can be used for mapping and migrating the data.

Q: Will I have to re-platform my existing applications and solutions that run on Azure or other Microsoft platforms?

No, existing partner-built solutions on Azure, Microsoft 365, Power Platform, and Microsoft Dynamics 365 will run as they do today and do not have to be re-platformed.

Q: What is the optimal way of getting the customer’s data aligned to work with Microsoft Cloud for Healthcare?

Adopting the [Common Data Model](https://docs.microsoft.com/en-us/common-data-model/use) is the optimal mechanism to align customer’s data with Microsoft Industry Clouds. We have other Microsoft technologies leveraging the CDM to provide simplified data processing and AI functionality.

Q: The customer wants us to help them road test the data models and the data flow. How do we do that?

To road test the data models and data flow, you should download the data model SKU and build a proof of concept. You can leverage your CSA and our [online documentation](https://learn.microsoft.com/en-us/dynamics365/industry/healthcare/deploy) to support this effort.

Q: Are there specific tenancy requirements to ensure the data and AI components work?

Microsoft Cloud for Healthcare solutions have functionality built on top of (but not limited to) data platforms such as Dataverse, Microsoft Customer Insights, Azure Synapse, and more. These data platforms have tenancy requirements. Customers and third-party solutions and platforms can integrate data to the Microsoft data platforms through available integration endpoints and connectors. AI customer scenarios are not restricted to running on the Microsoft data platforms but can run on the external third-party data platforms as well. As such, depending on the tenancy of data residency, the AI model tenancy can be selected. For out-of-the-box AI customer scenarios provided by Microsoft Cloud for Healthcare solutions, the AI models must run on the tenant in which the data resides.

Q: What pieces do you need to develop a sandbox for Microsoft Cloud for Healthcare?

You can find documentation on how to set up and configure Microsoft Cloud for Healthcare on [Microsoft Docs](https://learn.microsoft.com/en-us/industry/healthcare/configure-cloud-for-healthcare). The licensing map in the pricing section above indicates all the prerequisites needed to enable Microsoft Cloud for Healthcare customer scenarios.

## Regions and languages

Q: Is Microsoft Cloud for Healthcare available across all Azure regions?

The Cloud for Healthcare is not available to deploy from all regions but will continue to extend to more regions in the future. Visit [Microsoft Docs](https://learn.microsoft.com/en-us/industry/healthcare/availability) for the latest geographic and language availability.

Q: What regions and languages is Microsoft Cloud for Healthcare available in?

Microsoft Cloud for Healthcare is available in the following regions: U.S,. UK, Canada, Germany, Netherlands, Singapore, France, Australia, Switzerland, Brazil, Sweden, Denmark, Finland, Belgium, Ireland, New Zealand, Philippines; and now available in the following languages: English, French, German and Dutch, Danish, Italian, Swedish, Finnish, Spanish and Brazilian Portuguese.

Additional regional availability information can be found at: International availability of [Microsoft Cloud for Healthcare | Microsoft](https://learn.microsoft.com/en-us/industry/healthcare/availability).

Q: Many of my customers have a global presence. Can they deploy the Cloud for Healthcare in regions where it is not yet generally available?

If a customer would like to deploy a tenant in a region they are not located in, they must first evaluate if their local regulations allow usage in a region outside of their home country:

If allowed by local regulations:

* The customer would create a new tenant in the available regions and deploy Microsoft Cloud for Healthcare in that new tenant.
* A multi-tenant amendment may be required for our volume license agreement if a customer wants to maintain a tenant in their home region and an additional tenant in the new region (i.e. as may be required for multi-national banks that serve customers in multiple regions).

If not allowed by local regulations:

* A customer can purchase a United States tenant and engage with Microsoft Cloud for Healthcare in only a preview fashion due to regulatory requirements. This ultimately means, a customer cannot use live-production data with Microsoft Cloud for Healthcare until it is localized for the customer’s geographical region.

If a customer first deploys from a tenant in a different region and would like to migrate when Microsoft Cloud for Healthcare is localized for a new region, the customer would need to:

* Create a new tenant in the new region
* Move the structure and data

Delete the original tenant in the original deployment region, if no longer needed

## Customer impact

Q: What type of customer support is included in the Microsoft Cloud for Healthcare add-on?

An integrated level of cross-product technical support is included with the SKU:

1. Unlimited break/fix support on all Microsoft technologies included in the solution, 24/7 support for severity A and B issues, fast response times (Sev A: 1 hour, Sev B: 4 hours, Sev C: 8 hours), and billing support.
2. Healthcare solution agents to manage support tickets, implementation advisory via FastTrack, advocacy and escalation services, access to frequently updated self-help resources, and hands-on training via Microsoft Learn.

Q: What if customers already pay for Unified or Premier Support?

Customers can purchase Unified or Premier support in addition to the Cloud for Healthcare. However, the support included in the Cloud for Healthcare SKU should cover the needs of most customers.

Q: How can I demo Cloud for Healthcare?

Information about how to demo and sandbox the Cloud for Healthcare can be found [here on MS Learn](https://learn.microsoft.com/en-us/training/modules/training-environment-preparation-healthcare/), and a shared tenant demo experience is available through the [Customer Digital Experience platform](https://cdx.transform.microsoft.com/).

If you need to demo from your own infrastructure, there are promo codes available that can help mitigate costs. Fill out [this form](https://experience.dynamics.com/requestlicense/) to get started.

Q: Would customers need to move everything into this new cloud?

The capabilities in Microsoft Cloud for Healthcare extend the functionality of Microsoft Cloud services. Customers will use these services in addition to what they already have. Customers would not need to move, as the services are all part of the larger Microsoft Cloud.

Q: How will I know when new things are being included in Microsoft Cloud for Healthcare so I can ready the customer for this and incorporate these changes into the customer’s roadmap?

You can reach out to your Partner Development Manager for a roadmap briefing under NDA. You can find the latest release plans, which include industry cloud developments, on Microsoft Docs.

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|  | Industry data model |

Q: What is the industry data model?

The Cloud for Healthcare is built on an industry data model—leveraging this data model is the easiest way to drive integration. Data models are a semantic model of data that help customers and partners standardize their data shape—lowering the cost of integrations, accelerating application development and related analytics efforts. The industry data models were designed based on industry feedback and aim to align to industry standards.

The data models are freely available when purchasing underlying platforms like Dataverse and Synapse, and they are publicly documented. They are available from the [Microsoft Cloud Solution Center](https://aka.ms/solutioncenter) and can be deployed in Dataverse. Azure Synapse Database templates for industries are discoverable both in the Solution Center and Synapse. Partners can use these data models free of charge for solution development and they provide a significant opportunity for SIs in offering data estate modernization.

Data models are built for specific use case scenarios of business workflows. As our industry cloud footprint grows, so too will the data models. In addition to our commitment to maintain the existing data models, we are making a deliberate effort to expand the data models into new industries and sub-verticals. For more information, see the [release notes](https://docs.microsoft.com/en-us/dynamics365/release-plans/).

Q: Do you have a plan to make the Healthcare Common Data Model (CDM) available for customers who want to continue to build on it?

Customers can continue to use the Healthcare Accelerator, but it will not be updated after 3/31/21 nor is there a migration path to Microsoft Cloud for Healthcare. Existing tenants will not be turned off and can continue to function. Customers who adopt the Healthcare CDM without modification will have the benefits of an easy upgrade path. If either the customer or the partner modifies the CDM with custom entities during the deployment, then the customer will incur additional rework and cost associated with future Microsoft Cloud for Healthcare upgrades.

For partners, there will be a programmatic approach announced after GA to describe how the data model can be used by ISVs and Services partners to build, extend, and surround with Microsoft Cloud for Healthcare.

Q: How do we plan to engage with EHRs given the Common Data Model?

At the core of the healthcare ecosystem are EHR systems—which when augmented with our cloud services—which helps providers evolve their digital health platforms. Microsoft Cloud for Healthcare enables healthcare systems to take advantage of our robust ecosystem of healthcare partners who can provide solutions that complement and extend their core cloud capabilities. Using these partners’ expertise will help organizations through EHR and platform integrations, implementation services, and healthcare SaaS offerings.

Q: Is Microsoft Cloud for Healthcare data model the same as the Dynamics Healthcare Accelerator? Is the Dynamics Healthcare Accelerator still available?

No, it is not the same. As of March 31st, 2021, the Dynamics 365 Healthcare Accelerator is no longer available for download. This reflects the shift in focus to Microsoft Cloud for Healthcare, which provides a unified approach across the Microsoft Cloud. Customers can continue to use the Healthcare Accelerator, but no additional enhancements were provided after 3/31. After 3/31, encourage customers to consider Microsoft Cloud for Healthcare instead of the accelerator.

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|  | Resources |

Q: Are there trainings I can attend or documentation that I can review to familiarize myself with the Cloud for Healthcare?

Documentation is available on [Microsoft Docs](https://learn.microsoft.com/en-us/industry/healthcare/availability) and you can find resources on [Microsoft AI Cloud Partner Program (MAICPP)](https://partner.microsoft.com/en-us/asset/collection/microsoft-cloud-for-healthcare-partner-assets#/). Training is available on [Microsoft Learn](https://learn.microsoft.com/en-us/training/paths/healthcare-in-a-day/). Additional trainings will be available—contact your Partner Development Manager for more information.

Learn more and sign up for email updates at [Industry solutions | Healthcare (microsoft.com)](https://partner.microsoft.com/en-US/solutions/industry-solutions/healthcare) and visit these additional websites:

* Explore solutions on [AppSource](https://appsource.microsoft.com/en-us/marketplace/cloudsIndustry?page=1&subindustries=health-payor%3Blife-sciences%3Bhealth-provider&industry=healthcare)
* Learn more about Microsoft+Nuance [aka.ms/Microsoft-Nuance](https://aka.ms/Microsoft-Nuance)
* Access the [Microsoft Cloud for Healthcare SI Playbook](https://partner.microsoft.com/en-us/asset/collection/microsoft-cloud-for-healthcare-partner-assets#/) for more information

Q: How do I stay informed about what’s to come?

The best way to stay informed is to keep in touch with your Microsoft Partner Development Manager (PDMs). Partner information can also be found on the [Microsoft AI Cloud Partner Program (MAICPP) healthcare page](https://partner.microsoft.com/en-US/solutions/industry-solutions/healthcare).

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