Patient Support.

The patient support program you still own at renewal.

Enrolment, care plans, home health and device training, delivered direct to patient for both medicines and medical devices, running on Dynamics 365 and Azure AI inside your own tenant.

LATEETUD

HEALTHCARE & LIFE SCIENCES
MICROSOFT PARTNER · DYNAMICS 365 · AZURE
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THE GAP IT FILLS

Hub operators run your program and access platforms automate the paperwork, but neither one leaves you holding a platform. Full-stack hubs own the call centre, the workflow software and the patient record as a single bundle. eBV and ePA platforms are strong at benefits verification and prior authorisation, but only inside their own systems. Patient Support is the half you retain, meaning the record, the rules and the patient relationship, sitting in your tenant while everything else is integrated around it. **It depends on those operators and rails rather than replacing them.**

FOR PATIENT SERVICES

Continuity

through the next transition

Hubs are consolidating and contracts are moving, so when the operator changes, your program history, consent record, workflow rules and open cases all stay exactly where they are.

FOR MARKET ACCESS

Devices

not just molecules

Work orders, caregiver dispatch, in-home administration training and consumable resupply all run on Field Service, which is the weakest ground for hub platforms built around a pill.

FOR THE CIO

Your tenant

no new estate

Entra identity, your Azure subscription, your BAA and your data residency, which means there is nothing to security-review from scratch and nothing to repatriate later.

REFERRAL TO FIRST DOSE · ONE RECORD, ONE TENANT

The violet steps run on your existing rails, while the record stays here.

DAY 0
Refer
Prescriber, portal, EMR or eFax. OCR reads the paper ones.

Verify
Integrated: benefits, prior auth, copay and PAP eligibility.

Approve
The pharmacist clears the dose or device, the patient e-signs, and the case is enrolled.

Assign
A care coordinator is named, the care plan is set and training needs are identified.

Administer
The work order is scheduled, a qualified nurse is dispatched and the training is recorded.

ONGOING
Sustain
Adherence, refill, resupply, and safety capture on every channel.

What exists today

MODULE PACK · BUILT AND DEMONSTRABLE

Six modules run as a configured environment, covering the patient and prescriber portal, service workspace, enrolment and case management, care plan management, home health scheduling, and master data and reporting. **All of it is walkable live rather than shown as screenshots.**

PROVENANCE · ADJACENT DELIVERY

It is built on the same Dynamics 365 care management and Field Service foundation that Lateetud delivers in provider healthcare. **Manufacturer program references are being built now, and we will always tell you which is which.**

Where it runs

D365 Customer Service · D365 Field Service · Dataverse · Power Pages · Power Automate · Copilot Studio · Azure Communication Services · Azure AI — IDP/OCR

WEEK FOUR
Design signed off against your brand, benefit, payer and device scenarios.

WEEK TWENTY-FOUR
The full six-module pack goes live, with modules reaching production in sequence rather than in one drop.

FROM THERE
Additional brands and device lines move onto the same platform at configuration cost.

Sound familiar?

- “ Our hub was acquired. We are re-papering everything.
- “ We cannot get patient-level data back out in a usable form.
- “ A change request takes six weeks and a change order.
- “ Nobody owns the exception when it falls between the hub and the pharmacy.
- “ Our device program is running on software written for a drug program.
- “ We are launching a direct channel and the hub cannot front it.

DELIVERY MODEL

Patient Support is **a partner-built solution framework rather than licensed software.** Lateetud delivers it as an engagement, deployed into your own tenant. The data model, portal, case workflows, care plan engine and scheduling logic all carry forward, which is what makes delivery fast, but every implementation is still a build against your brand, benefit and channel mix.

The platform orchestrates rather than adjudicates. Benefits verification, prior authorisation, copay and PAP adjudication and e-signature all run on your existing rails, and we integrate them and hold the record. AI drafts and proposes, a deterministic verifier decides, and a person approves before anything reaches a patient. Adverse event and product complaint capture is routed from portal, chat, voice and email into your pharmacovigilance SLA.

START A CONVERSATION

A 45-minute walkthrough of the working environment, run against your access scenario.

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