

# Day in the life Healthcare professional



Meet Dr. Lewis, an Oncologist at Contoso Health who uses Microsoft Teams to closely collaborate with her medical team to deliver better and more personalised care for her patients.

## 7:45 AM

While commuting to work, Dr Lewis gets a notification on her Teams mobile app. A nurse has posted a message on Contoso's "Oncology Department" Teams "General" channel, asking him to review their patient's x-ray results.



## 8:30 AM

In her office, Dr. Lewis navigates to her patient's x-ray file and uses the "Start Conversation" feature and @ mentions the Radiologist requesting additional data about the results.



## 9:30 AM

Reviews her patient's channel for updates and conversations. Confirms her 11:30 AM meeting with her team and @ mentions a nurse to call her patient and let her know they'll have x-ray results later in the day.



## 11:30 AM

Joins the meeting on Teams to discuss patient updates with her Radiologists and Nurse.



## 12:30 PM

After her meeting, Dr. Lewis gets additional information from the Power BI dashboard and post-meeting conversations in Teams. She messages her Radiologist with questions and to confirm results.



## 2:00 PM

She responds to an @ mentioned conversation via Teams agreeing with her medical team's assessment on her patient. Follows up with a call to her patient to report that her x-rays came back negative.



## 3:00 PM

Dr. Lewis' and team meet to get the most up-to-date status on all the patients under their care. He shares concerns about current wait times and identifies any quality of care issues using the Power BI dashboard to visualise trends.

The team organises their ideas and plans for next steps using the Planner tab on their "Oncology Department" Teams site.



## 5:00 PM

Before her shift is complete, she assigns new tasks on any outstanding concerns for her patients to her colleagues for the upcoming shift through @ mentions in the conversation tab.

