



Navigating the  
modern workplace

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**Insights and strategies for healthcare  
providers**



# Let's reimagine the workplace.



[www.synnecorp.com/ca/modernworkplace](http://www.synnecorp.com/ca/modernworkplace)

At SYNNEX Canada, we want to equip healthcare providers with the tools they need to adapt their workplace and keep employees productive and satisfied. Throughout this playbook, we will explore strategies to accelerate your workplace transformation.

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We've seen two years' worth of digital transformation in two months.  
- Satya Nadella, CEO, Microsoft

## CONNECT

Digital platforms make it easier than ever to virtually connect with colleagues and patients.

## ENGAGE

Discover new ways to keep employees informed, motivated and involved.

## ADAPT

The changing expectations of patients require innovative and flexible solutions.

## SECURE

Keep patient information and data safe and secure wherever you are working.

## AUTOMATE

Simplify time-consuming workflows and processes with powerful automation tools.

# The way we work is rapidly evolving.

Now, perhaps more than ever, we are all rethinking how we work. The idea of the typical workplace, with one physical location, daily face-to-face meetings, and long commutes into the office no longer fits into our new reality.

The nature of work and the workplace has shifted across all industries. So what does the modern workplace look like? Physical and digital workplaces will be flexible and inclusive, so employees can be more productive and satisfied. Digital workspaces will continue to grow. Businesses need to recognize the unique challenges of virtual teams and invest in ongoing training and support in order to realize the benefits.

SYNNEX Canada, along with our trusted partners, equips businesses with the tools they need to succeed. The world is changing at lightning speed. We want to ensure our customers are prepared to take on any challenge.

Among the top technologies transforming work are Microsoft Modern Workplace solutions. This suite of products and applications allows employees to work securely from any place, at any time, on any device. Through Microsoft's many tools and services, workplaces can become more unified and collaborative.

But creating a successful modern workplace isn't just about adopting new technology. It requires a cultural transformation—by being open to adopting new strategies and processes, organizations can position themselves to not only adapt, but to thrive.

SYNNEX Canada's extensive network of partners is dedicated to working with our customers to find the best solutions for their needs. As we all adjust to the modern workplace, we want to provide insight into what this may look like and tips on enhancing the way we work.



# A chance to innovate

Healthcare providers have been in the frontline of the pandemic, facing tremendous stress and pressure as they care for their patients. There are still many unknowns about the future of healthcare beyond COVID-19, but trends are emerging.

While many healthcare providers invest in the latest medical or dental technology, their own productivity tools are often outdated. Many systems are fragmented and costly. Improving the resources for healthcare providers is increasingly important as they face new challenges in medical and dental needs.

Prior to the pandemic, many medical and dental clinics were already in the process of transforming their workflows. Now, the need for a digitized workplace has accelerated. Telemedicine and teledentistry are becoming the norm for many, and virtual visits with physicians and dentists are increasing in popularity. Patients are looking for new ways to engage with their healthcare providers. Outside of patient-provider interactions, healthcare teams are seeking to collaborate more effectively as team members work onsite and remotely.

This is a turning point for the healthcare industry. Healthcare providers need the tools to provide the best possible care for their patients. At the same time, they need to take care of their own work-life balance to prevent fatigue and burnout.

There is a huge opportunity to transform healthcare workplaces. The goal is not to return to what healthcare looked like prior to the pandemic. Rather, now is the time to use the right tools and strategies to move towards a future of innovative and effective care.

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*Patients are so appreciative to have the option of virtual visits, and doctors can still provide the same quality care in a safe and efficient manner.*



# The modern workplace with Microsoft

Microsoft's Modern Workplace is a suite of solutions that enhances productivity, communication, and collaboration. It includes operating systems, enterprise-grade security tools, and productivity apps. These tools can replace multiple unconnected technologies. Rather than switching between apps and services, Microsoft solutions form a cohesive ecosystem, with everything that an employee needs to work effectively and efficiently. A few of Microsoft's innovative technologies include:

## Microsoft 365

Designed specifically for workplaces, Microsoft 365 Business combines cloud storage, Microsoft Teams, business-class email, and Office apps (including Word, Excel, PowerPoint, and OneNote). Basic, Standard, and Premium plans are available to fit the needs and budget of each company.

## Microsoft Teams

Teams is a comprehensive digital communication platform to chat, host meetings, share files, and collaborate on projects. Colleagues in any location can work together in real-time through one central hub. Microsoft Teams is included with every Microsoft 365 plan.

## Windows 10 Pro

This powerful operating system is the foundation of the modern workplace, helping teams work more effectively and collaboratively. With advanced protection, business-class tools, and flexible management, Windows 10 is the most advanced and secure Windows operating system to date.

## Microsoft Power Automate

Rapidly adapt and automate your processes and tools. Power Automate makes automation possible for non-programmers. This low-code/no-code tool helps businesses modernize processes and streamline repetitive tasks.

## Enterprise Mobility + Security (EMS)

EMS is an intelligent mobility management and security platform that protects users, devices, apps, and data. Employees can work in new and flexible ways knowing that their information is secure across their devices.

*The solutions listed above are all included in Microsoft 365 Business Premium and Enterprise subscriptions.*

[Contact us](#) to learn more about available subscriptions for:

Microsoft 365 Business Basic | Microsoft 365 Business Standard | Microsoft 365 Business Premium

# The future of healthcare

In a study by Transcend Insights<sup>1</sup>, 64 percent of patients reported using a digital device to manage their health. Furthermore, for 93 percent of patients, the most important factor when receiving care is a care provider's ability to easily share and receive information. Patients are seeking simple, convenient healthcare services and experiences.

*Let's imagine what this could look like with the help of Microsoft's Modern Workplace solutions.*

Through Microsoft Bookings, healthcare providers can give patients the flexibility of seeing available appointment times and booking an appointment online. Microsoft Bookings automatically sends confirmation and reminder emails, which helps reduce call volume, so administrative teams can tackle other important tasks.

To prepare for appointments, healthcare providers, wherever they are located, pull up a patient's information, which is securely saved on Microsoft Lists. All the data and information about the patient is consolidated into one location, so the healthcare provider sees a comprehensive patient profile.

During the scheduled appointment, the patient and healthcare provider are easily connected through Microsoft Teams. These virtual visits can be held in conjunction with in-person appointments. Healthcare providers can use virtual sessions to collect information or discuss concerns, so face-to-face time can be spent on assessment and treatment.

With Microsoft Modern Workplace solutions, any healthcare experience today can look like this—more secure, efficient, and patient-oriented.

We know this change won't happen overnight. Developing new processes and adapting to new technology requires time and training. But to get started, we want to provide some practical tips to help begin the journey.

## GET STARTED

SYNNEX Canada provides best-in-class software and hardware to support workplace transformations.

[Contact us](#) to learn about the latest offers and book a free consultation.

<sup>1</sup>Transcend Insights, *Patient Expectations of Medical Information Sharing & Personalized Healthcare*, February 2017. [https://www.hasatx.org/sites/default/files/transcend\\_insights\\_digital\\_health\\_survey\\_results\\_2.22.17\\_final.pdf](https://www.hasatx.org/sites/default/files/transcend_insights_digital_health_survey_results_2.22.17_final.pdf)

# The modern workplace embraces new forms of connection.

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*Whether healthcare providers are meeting with patients, collaborating with team members, or consulting with external specialists, these connections are happening through new platforms.*

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## CONDUCT VIRTUAL CARE

Virtual appointments benefit patients and healthcare providers by offering more scheduling flexibility and limiting in-person contact to essential care and treatment. Virtual care is also a more accessible option for patients who may face challenges coordinating an in-person visit.

Virtual patient visits can be set up through [Microsoft Teams](#), which offers high quality video and audio capabilities. Through a few clicks of a button, patients can safely and securely connect to their healthcare provider. With Microsoft Teams, healthcare providers can also share their screen and pull up documents such as charts or X-rays.



## COLLABORATE WITH TEAM MEMBERS ACROSS THE ORGANIZATION

The demanding schedule of healthcare providers combined with team members spread across locations can make it difficult to connect outside of work-related communications. To help team members connect on a more personal level, create avenues where colleagues can have different types of interactions.

On Microsoft Teams, [channels](#) are sections that are dedicated to specific topics or projects. Channels can be used to set up communities of practice for those interested in sharing best practices on specific healthcare areas. Consider also having a “water cooler” channel, where team members can chat about topics unrelated to work. This can help create more human connections between colleagues. News and information can also be shared through [Yammer](#), a social networking tool that helps employees connect and engage.

# The modern workplace keeps us engaged.

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*Engaged healthcare providers are more motivated and less likely to burnout. As workloads continue to increase, it's important to find new forms of engagement in the workplace.*

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## KEEP EMPLOYEES INFORMED

In between appointments, consultations, and increased digital communication, office-wide emails can easily be missed—emails that may contain important news and updates.

To reach employees across the workplace, consider creating a central portal to share files, news, and announcements.

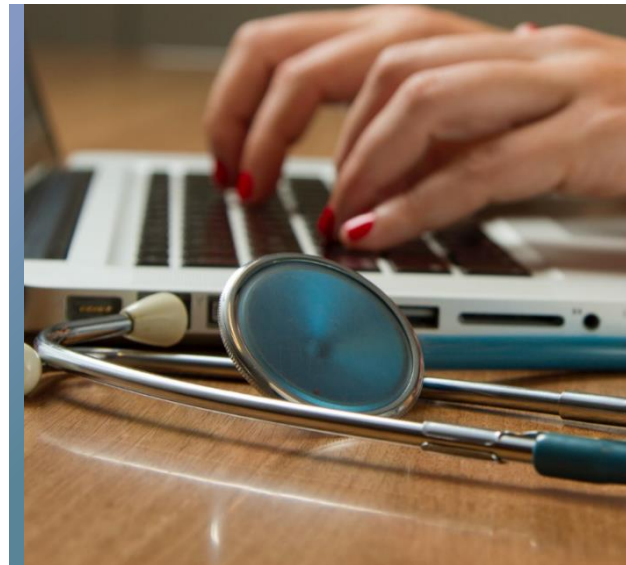
To keep team members on the same page, healthcare providers can use Microsoft Teams to share medical news and workplace announcements. Team members can also upload and share common documents or resources, which will then be stored on the team's [SharePoint site](#).

To ensure communications are seen, team members can [mark their message as urgent](#) or use [@mentions](#) to send a notification directly to a colleague. With the Microsoft Teams mobile app, team members can stay informed, even when they are on the go.

## ENCOURAGE AD-HOC COLLABORATION BETWEEN CARE TEAMS

Collaboration and support from team members can help healthcare providers stay engaged. With more team members working remotely, healthcare workplaces need to create digital spaces for teams to collaborate where and when they need.

Microsoft Teams includes instant messaging, audio call, and video call functions so team members can reach each other at any time. If a healthcare provider is seeking a second opinion, they can quickly send a photo or share a document with another specialist. Using the [Meet Now function](#), team members can also instantly connect and have on-the-spot collaboration sessions.



### GET STARTED

- See how St. Luke's University Health Network is leveraging [the power of Microsoft Teams](#).
- [Contact us](#) to learn more about how Microsoft 365 can transform healthcare.



# The modern workplace is adaptive and flexible.

*Healthcare is continually evolving as new discoveries and technologies emerge. Workplaces need to evolve alongside these changes and adapt to current needs.*



## **KEEP IT IN THE CLOUD**

In the modern workplace, it's important that files and documents can be accessed anywhere, especially if healthcare providers are working off site.

By keeping data on secure cloud storage, healthcare teams can access work when and where they need.

Microsoft offers a variety of cloud-based services and storage. [OneDrive](#), which is included with Microsoft 365 Business plans, allows users to save and access files across their devices, so their information is accessible wherever they are working. As more data moves online, the cost of maintaining adequate on-premise servers can be expensive. With Microsoft's cloud options, healthcare providers can adjust their storage capabilities as needed.

## **STAY FOCUSED DURING VIRTUAL VISITS**

As virtual medical and dental visits continue, healthcare providers need to adapt to this new medium. But with the nature of virtual meetings, even regular tasks like note taking may result in a healthcare provider missing an important visual cue from their patient.

Microsoft Teams has powerful features to help create more productive healthcare experiences. Meetings in Microsoft Teams can be [recorded](#) with a few clicks of a button. The audio, video, and screen sharing activity are then saved to [Microsoft Stream](#), where providers can find all their previously recorded meetings.

Recordings can also be automatically transcribed, and providers can easily search the transcript to find important details. Because conversations can be recorded, providers can stay focused on their patients rather than taking extensive notes.



# The modern workplace prioritizes security.

*The privacy of patients is a top priority. As more data is being stored in the cloud, new security risks have to be managed. This involves understanding the procedures and standards that will protect data, backed with the latest in cybersecurity technologies.*

## SECURE YOUR SYSTEMS AND NETWORKS

Cloud storage allows healthcare providers to work and access files anywhere. This means that all systems that are accessing this data—whether in the office or at a remote location—need to be secure. Turning on automatic updates ensures that all devices have the latest security features. Another good practice is enabling antivirus solutions and configuring firewalls.

Microsoft offers robust security tools and features. [Microsoft Defender for Office 365](#) safeguards against malicious threats that can emerge from email messages, URLs, or collaboration tools. It automatically investigates and prevents threats and shows reports with real-time updates. This tool also has alerts and recommendations to ensure that patient data is securely monitored.

## SET UP MULTI-FACTOR AUTHENTICATION TO PROTECT AGAINST 99.9% OF ATTACKS

[Multi-factor authentication](#) increases security by requiring multiple credentials to verify a user's identity. This added layer of security is essential for protecting patients' information from unauthorized access. In fact, 99.9 percent of attacks on accounts can be blocked through multi-factor authentication.<sup>2</sup> Multi-factor authentication can be set up on all Microsoft accounts.

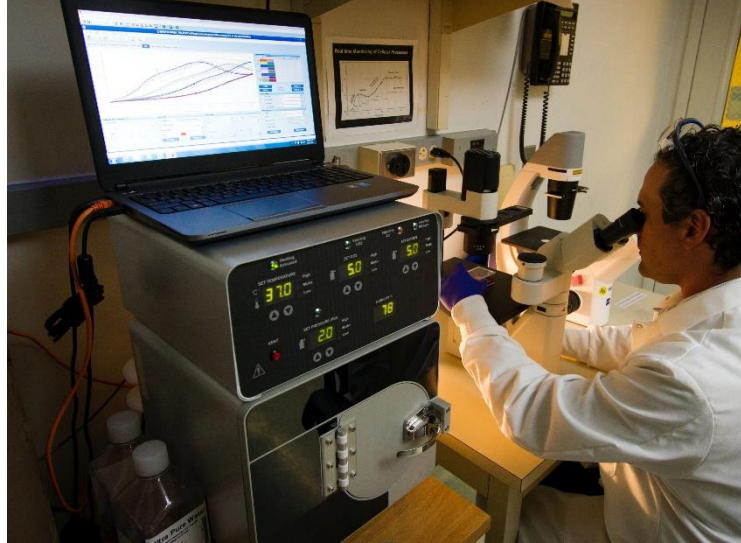
### GET STARTED

- Read about [11 security tips to help stay safe](#).
- [Contact us](#) to learn about the latest cybersecurity technology.

<sup>2</sup> Microsoft Security, One simple action you can take to prevent 99.9 percent of account attacks, August 2019. <https://www.microsoft.com/security/blog/2019/08/20/one-simple-action-you-can-take-to-prevent-99-9-percent-of-account-attacks/>

# The modern workplace automates everyday work.

*Through automating time-consuming manual tasks, healthcare providers can focus on what's most important—ensuring patients receive the best care.*



## SIMPLIFY ADMINISTRATIVE WORK

Scheduling appointments and shifts, confirming bookings, and sending reminders are essential to the operation of health and dental clinics. But there are many tools that can automate these processes and reduce administrative workloads.

Through [Microsoft Bookings](#), administrators can view multiple calendars to easily schedule appointments or meetings. Alternatively, healthcare providers can give patients the option of seeing available times and booking their own appointments. Confirmation and reminders are then automatically sent to patients. With [Microsoft Shifts](#), a schedule management tool, team members can view schedules, submit time-off requests, and offer to change shifts.

## IDENTIFY AND ADDRESS PAIN POINTS

In the busy world of healthcare, it may seem easier to simply maintain existing processes. However, taking time to investigate inefficiencies will ultimately result in a more productive workplace. By asking team members to identify areas of redundancy in their work, workplaces can get a better understanding of where they need to improve.

With a Microsoft 365 Business plan, healthcare providers get access to a variety of tools that can help create more efficient processes. Through [Microsoft Lists](#), healthcare teams can import existing patient data and easily track patient information, needs, and status in one place. Another useful tool is [Microsoft Power Automate](#), where providers can build automated workflows between apps and services. For example, workflows can be created to approve shift change requests or to send patients a pre-visit health survey.

### GET STARTED

- Read about how Visiting Nurse Service & Hospice of Suffolk adopted Microsoft Power Automate and Office 365 to [automate their workflows](#).
- [Contact us](#) to learn more about how Microsoft 365 can save you time and money.

# Simple, cost-effective solutions

Across organizations and industries, this is a transformative time for the workplace. By implementing the right tools and strategies, healthcare providers can adapt to new needs, stay resilient through challenges, and thrive in the future.

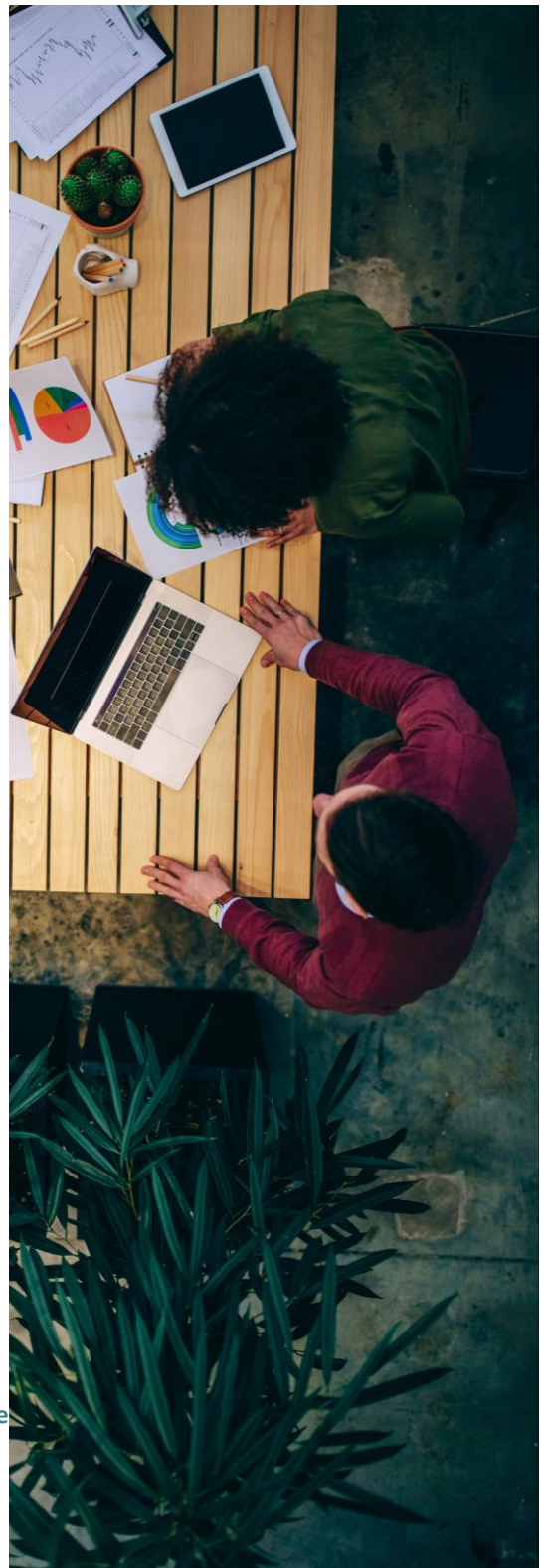
Technology will be a key tool for healthcare providers as they transform their workplaces. This technology ultimately empowers physicians, dentists, and administrators to work more productively and ensure that patients receive the best possible care.

Through this guide, we aimed to provide a better understanding of what the modern workplace looks like, as well as tips and tools for healthcare providers. With Microsoft Modern Workplace solutions, healthcare providers can work more effectively, care can become more collaborative and transparent, and providers and patients can stay more engaged.

SYNNEX Canada and our partners are here to equip healthcare providers with the best tools to improve their work. As a hybrid distributor, we offer a complete solution, with both the hardware and software needed to support a modern workplace transformation.

We understand that every organization has different needs. SYNNEX Canada and our partners will implement custom solutions that meet the requirements of each unique workplace.

**Contact us to learn more and begin the journey towards the modern workplace.**



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