



# Welcome

to the New World of Modern  
Healthcare Communication

# Healthcare Communication for the 21st Century

## A New Way to Connect

If you're a doctor or nurse, or anyone else caring for patients, you are living in two worlds at once – the new and the old. The new world is cool, and your “phone” is at the center – you're sharing photos and videos, messaging friends, and even summoning a ride.

Then you arrive at work and the old world is very much alive, courtesy of old technology, systems, and protocols. Granted, they're critical to a business where lives are on the line. But when time spent on drudgery eclipses time spent actually caring for patients, you know the old world is not cool at all. At TigerConnect, solving this challenge is our mission.

To get there, we're modernizing the way doctors, nurses, allied health professionals, and patients communicate. We've combined the cool usability of instant messaging with the serious security, privacy, and workflow requirements of healthcare – a single platform where care teams and patients can connect instantly and easily.



**We believe that clinicians should be able to focus on delivering care to patients, not sitting in front of a computer screen.**

**Seema Verma, MPH**

Administrator of the Centers for Medicare and Medicaid Services (CMS)

## Easy to Use, Quickly Adopted

TigerConnect is the first solution that brings the usability of consumer apps to enterprise healthcare systems.

In less than 60 seconds, care team members are connected, proficient, productive, and communicating securely.



## Stable & Reliable

TigerConnect is a trusted, reliable technology partner to our clients. Uptime is an industry-leading 99.99%, which we proudly publish. And continuous updates are pushed automatically with no disruptive maintenance.



## Proven

The TigerConnect community is 6,000+ healthcare companies strong. More than 10 million messages are sent via TigerConnect every day. And most importantly, customers enjoy quantifiable results and ROI.



## Purpose-Built for Care Teams

TigerConnect is more than just a communications tool; it's an advanced operations platform. Infinitely scalable. Agnostic to internal environments. And HITRUST-certified for HIPAA compliance and data security.



HITRUST  
CSF-Certified



# Geisinger

We have looked at various solutions and it is TigerConnect that best balances user needs with the reporting and administration requirements that a larger organization like Geisinger desires.

**Jonathan Slotkin, MD, FAANS**  
Medical Director



After several months of using TigerConnect, I'm now convinced more than ever that TigerConnect was the right decision for us.

**David Yi, MD**  
Chief Medical Information Officer



The single most powerful electronic tool we use for the care of our patients is TigerConnect.

**Savas Petrides, MD**  
CEO



Adapting TigerConnect has been a real timesaver...It's changed our workflow... It also helps with patient satisfaction..

**Dr. Cate Buley**  
Primary Care Medical Director



# One Platform for the Entire Health System

When TigerConnect is used enterprise-wide, it becomes the single place where staff and patients can share information instantly and easily, regardless of location or role.

With access to anyone in the healthcare network, friction is removed at virtually every point in a patient's journey, leading to improvements in **throughput, patient outcomes, and staff satisfaction.**

**TigerConnect modernizes the sharing of patient information and operational workflows by providing:**

- A fast and easy way to reach on-call staff by role or by name across a health system
- Video, voice, and text conversations between specialists, primary care providers, and patients
- Intelligent routing of automated alerts through the EHR, nurse call, or PACS system

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## EHR Disconnect

44% of acquired hospitals never adopt the parent hospital's EHR according to a recent study.<sup>1</sup> With healthcare mergers and acquisitions commonplace, implementing a single communication platform across a health system can bridge the gaps where a hybrid of EHR types are in use.

<sup>1</sup>Health Affairs Blog – Does Electronic Health Record Consolidation Follow Hospital Consolidation? By A. Jay Holmgren Julia Adler-Milstein; March 7, 2019.

# A Solution Focused on Outcomes

TigerConnect's technology and services deliver the highest value where it counts the most.



Lower  
Readmission Rates



Higher  
Patient Satisfaction



Fewer  
Medical Errors



Better Resource  
Optimization



Lower  
Transport Costs



Reduced  
Bed Days



Faster Discharges  
& Transfers



Higher OR  
Optimization



Staff  
Satisfaction

# Workflows Made Better

## Streamlined for Performance

With our accessible API and flexible architecture, TigerConnect addresses a wide range of workflows — clinical and non-clinical — giving you technology that works *with* your teams, not against them.

## Real-Time Data, Mobile & Actionable

Patient data is often scattered across a handful of systems, making information notoriously difficult to access. TigerConnect solves this challenge by **bringing together the most necessary patient data** in an actionable way so it's instantly accessible from anywhere.

## Data and Analytics for Better Insights

**More users, more messages, better results.** TigerConnect's sophisticated data tools let you track usage across a range of metrics to help optimize your utilization while industry benchmarking lets you compare your organization against top performers.

## Implementation Success

From Day 1, our implementation experts, client success managers, and support professionals are actively involved in your success through best practices and custom-designed strategies **tailored to your organization.**

## Integrations – The Right Information Intelligently Routed

### EHR – Epic, Cerner, and More

- ADT notifications
- Smart Card alerts
- Care team management

### Clinical Alerts

- Automated system alerts
- Lab / Imaging results
- Patient monitoring

### Nurse Call

- Two-way data exchange
- Accept/decline/escalate
- PBX / VoIP integration

### IT / Administrative Events

- Real-time event alerts
- High and low urgency
- Audit trail for notifications

### Lab Information

- Intelligent results routing
- Smart Card format
- Fully configurable

### Radiology

- Viewable hi-res images
- Zoom capability
- Image markup

### Paging / Answering Service

- Agent-to-clinician messaging
- On-duty confirmation
- Full paging redirects

### Scheduling System

- Role-based alerts by shift
- 4-week shift calendar view
- Qgenda/Amion/Excel support

### VoIP

- Video calling
- Voice calls with # masking
- PBX call forwarding



**TigerConnect's technology components work harmoniously to deliver a truly frictionless user experience across the most important areas, including:**

### **Workflow Optimization**



Faster, better team communication through a centralized directory, role-based messaging, clinical workflows, real-time shift schedules, dynamic and automated care team assignment, escalated messaging, and more.

### **Intelligent Alerting**



Ensure real-time alerts and notifications go to the right care team groups and roles. Priority ranking can be set for urgent messaging and integration with the EHR, nurse call, ADT, and other systems to provide a 360° view into a patient's profile.

### **Video and Voice**



Enhance your team and patient communication with VoIP-based group or 1-to-1 calling and video. Leverage your hospital's Wi-Fi connection to initiate voice calls and video sessions, or integrate with nurse call systems to speak with patients from anywhere on the hospital floor.

### **Secure Messaging**



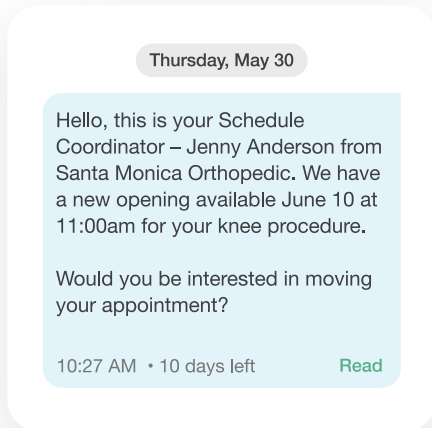
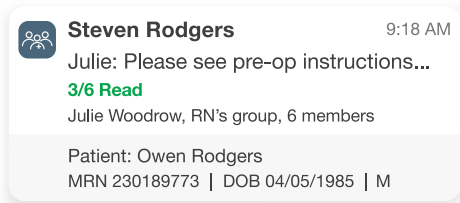
Cover the basics by sending and receiving secure, compliant messages with end-to-end encryption, delivery confirmation, priority messaging, group messaging, secure photo or video attachments, and administrative controls that let you enforce security policies and manage users remotely.

### **Patient Communications**



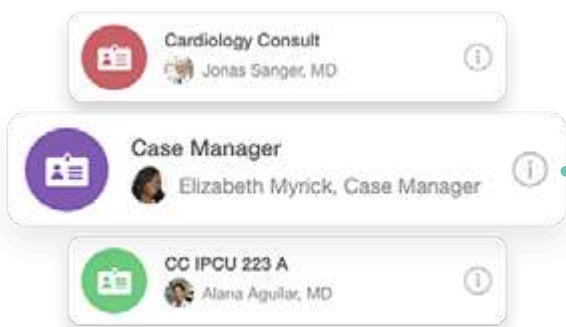
Bring patients and family members into the care conversation through video, voice, or text. Securely text pre-visit and post-op instructions or answer patient questions related to medications or aftercare treatment following a hospital visit.

# Easy-to-Use, Clean Design



## Patient-Centered Conversations

Conduct **secure, text-based conversations** with ease. No app for patients to download and session durations are set by the organization. Staff can easily switch between Patient and Provider networks within the TigerConnect app.



## Role-Based Messaging

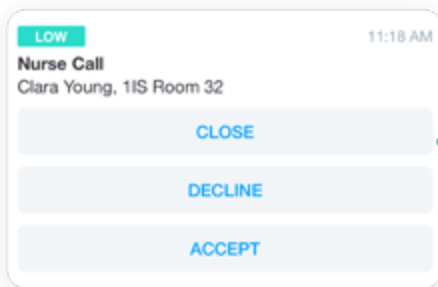
Link your employee directory to your **scheduling solution** (yes, even spreadsheets). Integration rules intelligently route messages to the appropriate on-duty or on-call clinician by role assignment and shift.

Search and message by job function and/or title – **no name required**. Critical and on-call roles remain filled and reachable via text message, voice, or video calling. Shift changes happen automatically, alerting role owners.



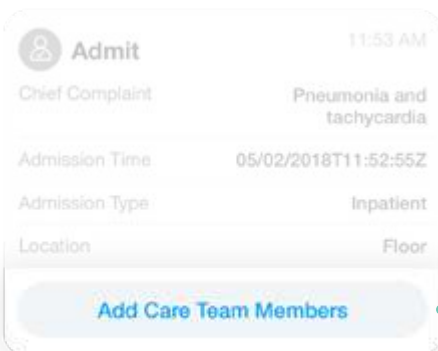
## Video & Voice Calls

Episodically-focused virtual care sessions are **just a tap away**. Conduct VoIP-based, 1:1 or group voice and video sessions. Initiate calls from the conversation screen, a user's profile, or from the Inbox tab.



## Nurse Call

Intelligently route bedside requests and alerts to the right on-duty nurse. Alert types include **nurse call requests, patient monitoring alarms, and shower station pull cords**. Nurses can prioritize request types and verbally respond to patients using VoIP.



## Action Buttons

Action buttons built into the Smart Card allow nurses to **accept, decline, or escalate requests** from anywhere on the hospital floor.



“ Our staff loves it – it’s easy to use and we have rapid response from MDs, which only improves patient care and satisfaction. ”

Angela Munson, RN  
RN Administrator for Grace Hospice



# Communication Health Check

**Just like a visit to the doctor, healthcare organizations need check-ups, too.**

Led by TigerConnect's clinical experts, the Health Check team will spend time on site among your clinical and non-clinical teams noting current processes and identifying top workflows.

Our team then partners with you during implementation to leverage the Health Check findings. From there, they'll work with you to establish time-bound, actionable metrics and program governance to ensure your long-term success.



## Clinical Solution Design

In this detailed, five-step process, our clinical team looks at your **clinical workflows**, defines **key metrics**, and designs a **custom plan** that maps to the way you work.

### Steps include:

- 1) Expert analysis of strengths and areas for improvement, critical communication touchpoints, and priorities
- 2) Care team shadowing and technical systems analysis
- 3) Co-designed workflows, time-bound metrics, and governance
- 4) Integrations setup and onsite training
- 5) Engagement tracking and performance improvement



## Financial Value Assessment

Getting healthcare communications right can have far-reaching effects across an organization, but identifying where these upsides will occur is complicated. More than a simple calculator, our in-depth ROI analysis is **prepared by experts** and provides the clearest snapshot of expected savings, all based on historical data from existing customers.

- **Calculate** estimated cost savings *before you buy*
- **Adjust** inputs to account for different variables
- **Identify** a breakeven timeline

# Product Options



## TigerFlow Enterprise

Connect across your health system with a fully-integrated, workflow-centric, voice- and video-enabled healthcare communications platform solution.

- Patient communication
- VoIP voice & video
- EHR integration
- Nurse Call integration
- Escalation rules



## TigerFlow

Go beyond secure texting with role-focused messaging that's linked to real-time shift schedules. Quickly find and message staff by their role for consults and emergent cases.

- Role-based messaging
- Automated scheduling integration
- 4-week calendar views
- Intelligent message routing



## TigerText Essentials

Standard secure messaging with end-to-end encryption and administrative controls that meet and exceed HIPAA compliance.

- HITRUST CSF-certified
- Sent/delivered/read confirmation
- Photo/video attachments
- Message recall
- Administrative controls



## TigerTouch

Connect directly with patients using secure text messages. Set up group conversations with patients, specialists, and care team members.

- Secure PHI in conversations
- No apps or downloads for patients
- Group or 1-to-1 messaging
- Switching easily between patient and provider networks

# Professional Services



## Engage & Discover

Establish governance, create a stakeholder plan, conduct a communications audit and identify areas of focus.



## Analyze & Design

Set up foundational integrations, map workflows, and finalize a communication training and go-live plan.



## Implement & Monitor

Deploy with a plan in place. Increase usage through training, monitoring, and support. Transition to an ongoing customer account executive.

## Put the experts in your corner from Day 1

Start off on the right foot with implementation and program design from TigerConnect's clinical and operational experts.

With **over 1,000 deployments** provisioning hundreds of thousands of users, you'll have a richly skilled and experienced team at your side from the start.

## Our Professional Services team will work with you to:

- Identify the right implementation resources
- Establish a robust governance structure that includes clinical stakeholders
- Identify your most important communication workflows

Your team, consisting of a project manager, technical consultant, and clinical services expert, will work with you to establish benchmarks that include:

- Timeline/budget adherence
- Patient satisfaction
- Product adoption & engagement
- Evolving data requirements



As healthcare's most widely adopted communication platform, TigerConnect uniquely modernizes care collaboration and communication among doctors, nurses, patients, and allied health professionals.

Trusted by more than 6,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime. To learn more about TigerConnect, visit [www.tigerconnect.com](http://www.tigerconnect.com).