# The TigerConnect Platform and What's Next

**Extending Your Connected Care Network with Patients** 

TigerConnect East Coast User Group Meeting Philadelphia, PA, October 15, 2019

tigerconnect

**Today's Speaker** 

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VP of Product, TigerConnect



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# **2020 Product Priorities**



Innovate through product vision



Enhance with "Voice of the Customer"



Invest in our engineering stack



# TigerTouch (Patient Communication)



Extending your connected care network with patients



- → Patients prefer text messaging
  - 4 out of 5 patients surveyed prefer to text
- Communicate without friction
  - No downloads or logging in for patients
- → Provider-controlled
  - All communications are initiated from the clinician's side
- → Customized patient experience
  - URL and SMS using your organization name and logo



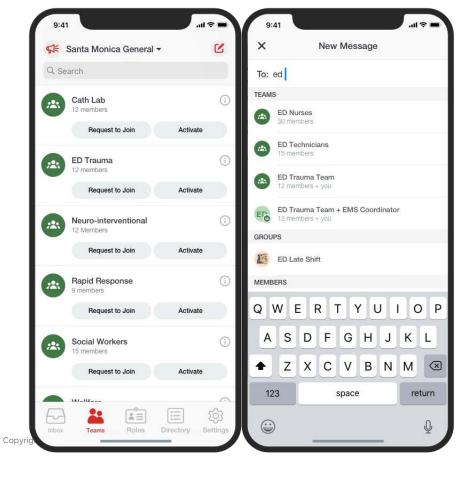
### Patient Messaging Demo

Link to Demo

## Teams



Engage with your connected care network



→ Activate Teams Easily

- Quickly find teams to engage and collaborate
- → Roles Supported
  - Team members can be Roles and Individuals
- → Adaptable and Self-Managed
  - Clinical staff can request to join teams
- → Admin Created
  - Team creation and naming is set by admins only

### Teams Demo

Link to Demo



# **Enhancements for Broadcasts**

- → Authorized senders for broadcast lists
- → Create broadcast lists easier and in bulk via .CSV upload and AD sync
- → Broadcasting from Roles

|            |                      |                        |  | Produc | t Team Test Org |
|------------|----------------------|------------------------|--|--------|-----------------|
| Users      | Broadcasts           |                        |  |        |                 |
|            | Create New Broadcast |                        |  | Edit   | Delete          |
|            | Admins               | Authorized Senders     |  | Edit   | Delete          |
| Broadcasts | Department Heads     | S (1)                  | Department Heads                       | 1      | ×               |
| Q          | Everyone             | D                      | Authorized Senders                     |        |                 |
| Forums     | Ophthalmology        |                        | Kimberly Lee<br>Physician, Oncology    | 1      | ×               |
|            | Orthopaedic Surgery  | <b>1</b>               | Oliver Sarch<br>Physician, Pulmonology | 1      | ×               |
|            | Radiology            |                        | Sarah Williams                         | 1      | ×               |
| Q          | Scheduling Leads     |                        | Nurse Practitioner, ICU                | 1      | ×               |
|            | Security Staff       | <ul> <li>i)</li> </ul> |  |        | ×               |
|            |                      |                        |  |        |                 |
|            |                      |                        |  |        |                 |





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# **Integrations Portal**

| 83         | TigerConnect v Q 🗹  |                 |            |                |                  |          | Chris Lauderdale      |   |
|------------|---------------------|-----------------|------------|----------------|------------------|----------|-----------------------|---|
| enger      |                     |                 |            |                |                  |          | Product Team Test Org | 3 |
| les        | Users               | My Integrations |            |                |                  |          |                       |   |
| 1<br>/tics | Q8                  | Answering Ser   | vices      |                |                  |          |                       |   |
| b<br>1gs   | Org Settings        |                 | Amtelco    |                | Startel          |          |                       |   |
|            | Broadcasts          | CIMIELCO        | View       | STARTEL.       | View             |          |                       |   |
|            | Forums              |                 | Setup      |                | Setup            |          |                       |   |
|            | Integrations        | Scheduling      |            |                |                  |          |                       |   |
|            |                     |                 | Amion      |                | Call Scheduler   |          | QGenda                |   |
|            | Organizations       | PAMION          | Edit       | Call Scheduler | View             | 🕲 QGenda | View                  |   |
|            | Customer<br>Support |                 | Disconnect |                | Setup            |          | Setup                 |   |
|            |                     | HL7 Interface   | Engines    |                |                  |          |                       |   |
|            |                     | R               | Rhapsody   |                | Infor Cloverleaf |          | NextGen Connect       |   |
|            |                     | Rhapsody        | View       | infor          | View             | nextgen. | View                  |   |
|            |                     |                 | Setup      |                | Setup            |          | Setup                 |   |



- → Central hub to initiate and maintain integrations
- Designed for easy setup by customers and TigerConnect admins
- → Will continue to expand integration partner network here

# **Integrations Portal**

|                     |   |  | Pro                                      | oduct Team Test O |
|---------------------|---|--|--|-------------------|
|                     | My Integrations 〉 AMION   |  |  |                   |
| Users               |   |  |  |                   |
| 00                  | Connect Amion Data to TigerConnect  |  |  |                   |
| Org Settings        | <ul> <li>Authenticate and establish connection</li> <li>User and account mapping</li> </ul> |  |  |                   |
|                     | O Role/shift mapping  |  |  | Delete Connecti   |
|                     |   |  |  |                   |
| Broadcasts          | Roles Name  | Amion Shifts                             | Description                              |                   |
| Forums              | Cardiology Nurse  | Cardiology Nurse ~                       | Nursing lead Cardiology Department       |                   |
| ntegrations         | Cardiology Physician On Call  | Q Search                                 | Physician on call Cardiology Department  |                   |
|                     |   | Cardiology Physician On Call             |  |                   |
| <b>#</b>            | Security On Duty  | Emergency Dept Nurse Lead                | Facilities security lead                 |                   |
| rganizations        |   | Help Desk On Call                        |  |                   |
| Q                   | Pulmonology Nurse   | Emergency Dept Nurse Lead                | Nursing lead Pulmonology Department      |                   |
| Customer<br>Support |   | Oncology On Call                         |  |                   |
|                     | Pulmonology Physician On Call   | Oncology On Call Night Shift             | Physician on call Pulmonology Department |                   |
|                     | IT Help Desk  | Pulmonology Nurse<br>Pulmonology On Call | IT 24/7 support                          |                   |
|                     | II Help Desk  | Pulmonology On Call 2                    |  |                   |
|                     | ED Nurse Lead   | Security Guard 1                         | Emergency Department Nurse Lead          |                   |
|                     | Oncology Physician On Call  | Oncology On Call ~                       | Physician on call Oncology Department    |                   |
|                     | Surgical Tech   | Surgical Tech On Call $$                 | Surgical Technologist                    |                   |

- → Easy to follow steps to help streamline the integration setup
- → Customize flow by working with each integration partner
- Steps may include: authentication; data mapping; data feed format; frequency of feed...etc.