



# The TigerConnect Platform and What's Next

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Extending Your Connected Care Network with Patients

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

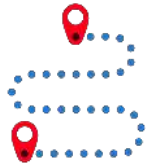
# Today's **Speaker**

**Phil Leung**

VP of Product, TigerConnect



# 2020 Product Priorities



Innovate through product vision



Enhance with “Voice of the Customer”



Invest in our engineering stack

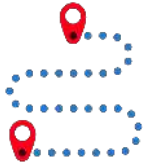


Extend integrations capability

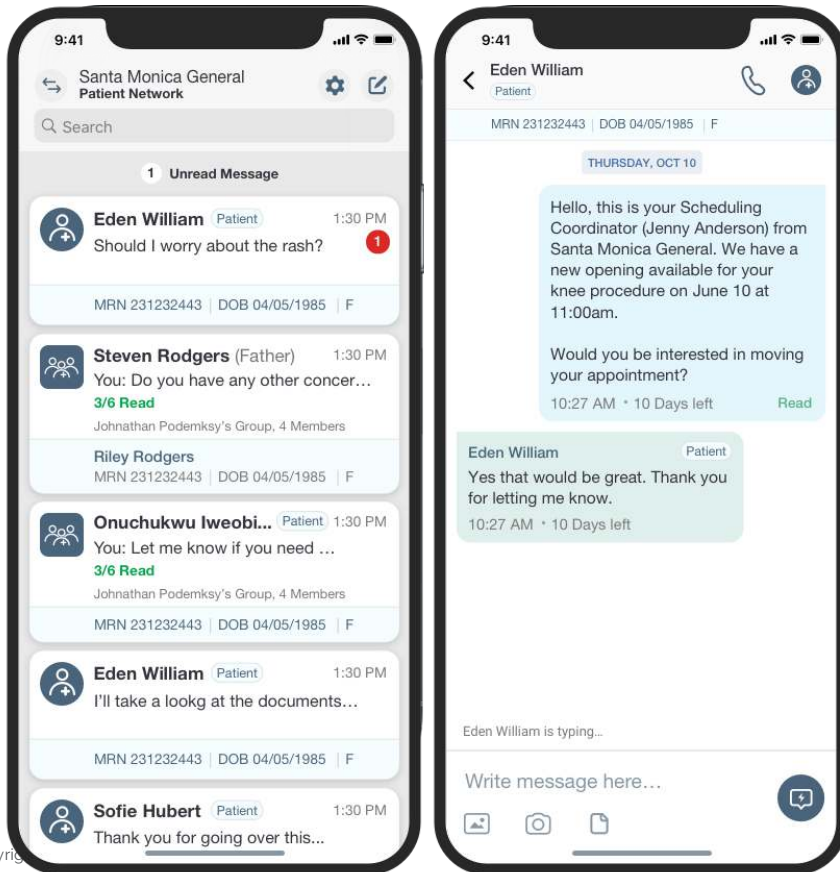




# TigerTouch (Patient Communication)



Extending your connected care network with patients



Copyright

- 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





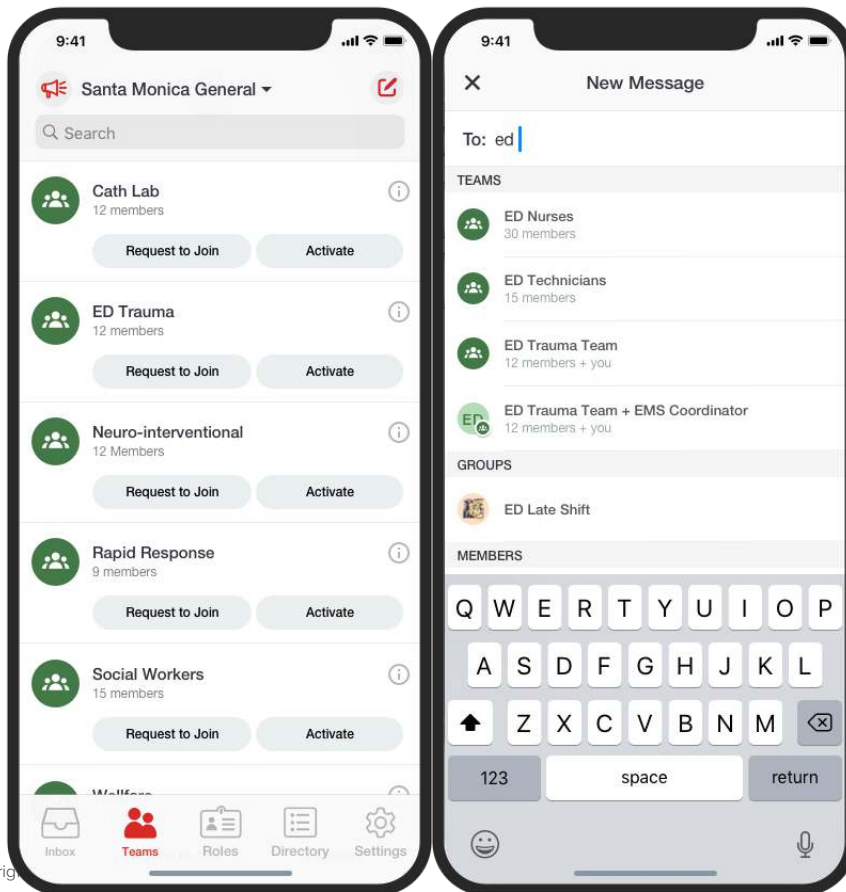
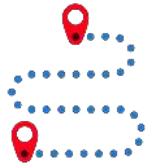
# Patient Messaging Demo

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[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





The background of the slide is a city skyline, likely New York City, featuring prominent skyscrapers. A semi-transparent teal overlay covers the entire image. The word "Hilton" is visible on one of the buildings.

# Teams Demo

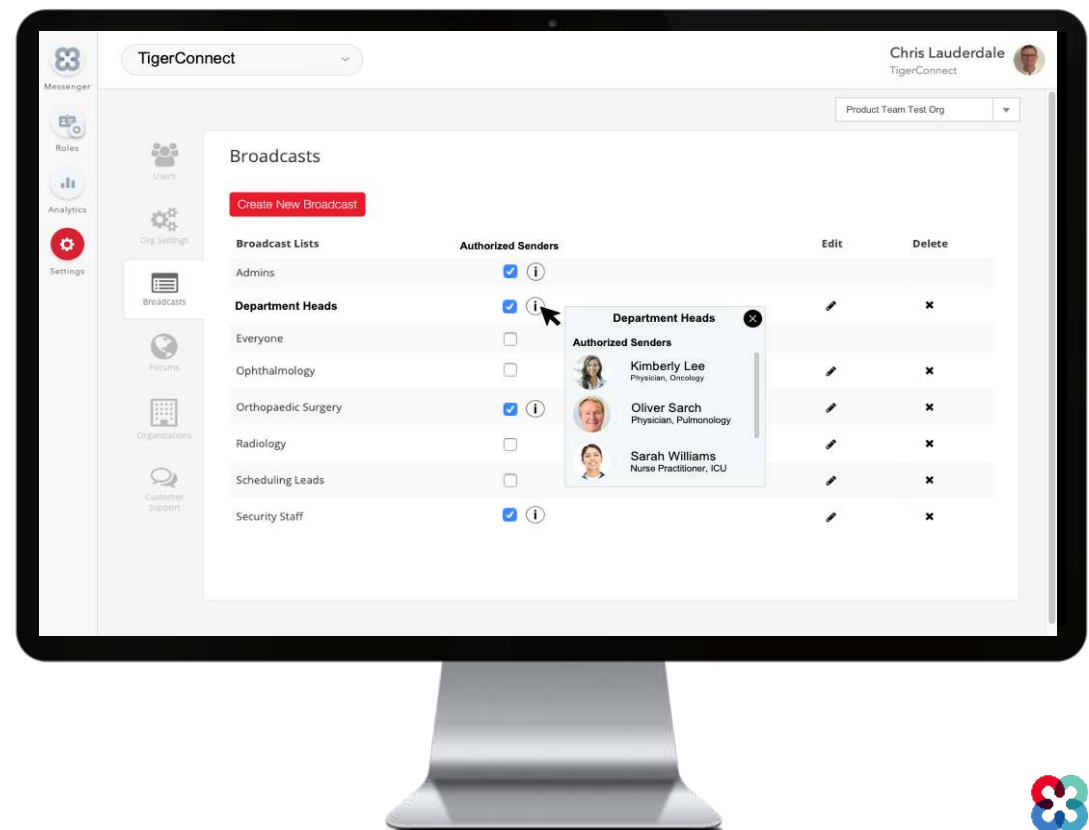
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[Link to Demo](#)

# Enhancements for Broadcasts

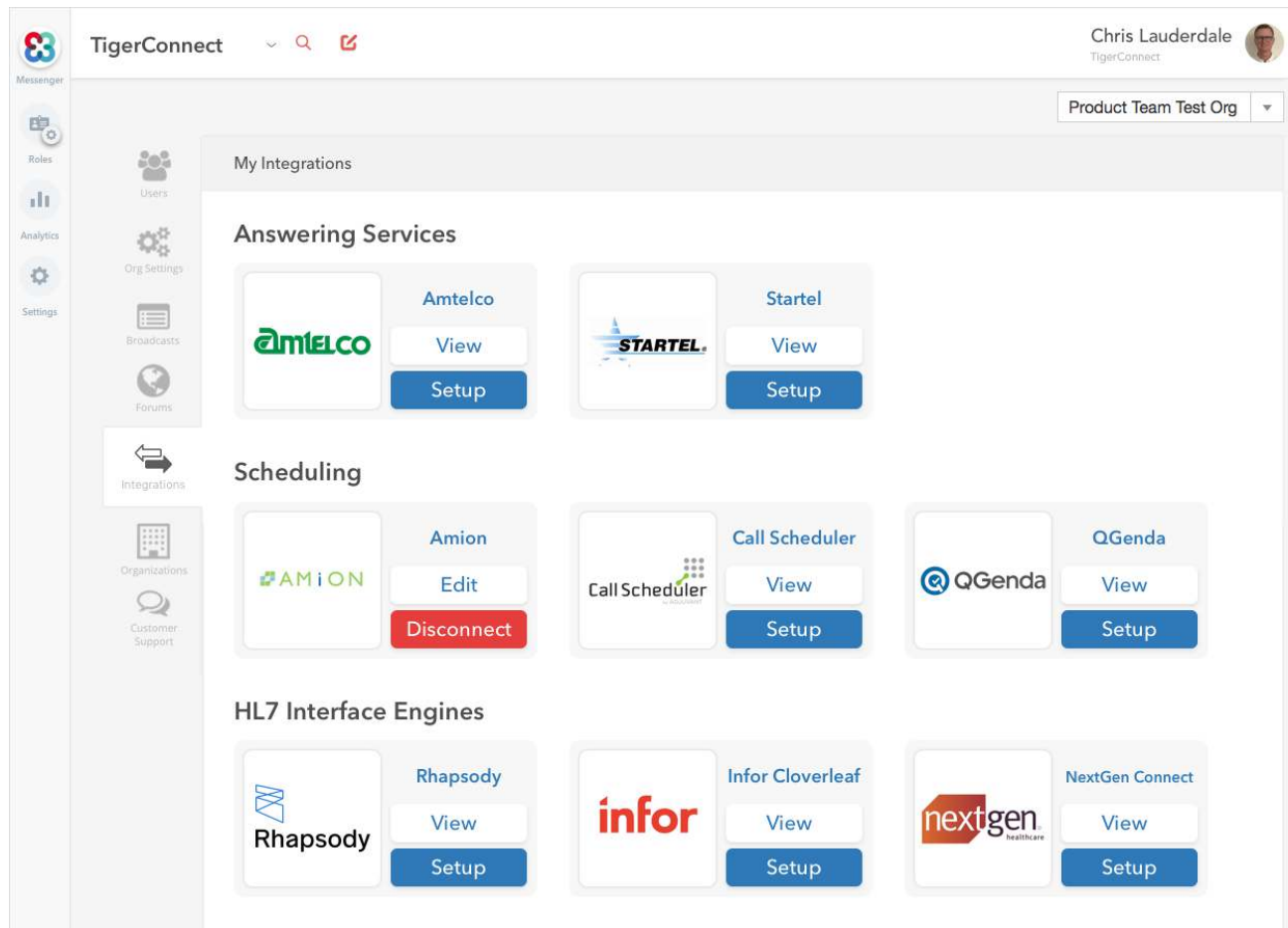


- Authorized senders for broadcast lists
- Create broadcast lists easier and in bulk via .CSV upload and AD sync
- Broadcasting from Roles





# Integrations Portal



- 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

TigerConnect

Chris Lauderdale  
TigerConnect

Product Team Test Org

My Integrations > AMION

**Connect Amion Data to TigerConnect**

- ✓ Authenticate and establish connection
- ✓ User and account mapping
- Role/shift mapping

Delete Connection

Roles Name	Amion Shifts	Description
Cardiology Nurse	Cardiology Nurse	Nursing lead Cardiology Department
Cardiology Physician On Call	Cardiology Physician On Call	Physician on call Cardiology Department
Security On Duty	Emergency Dept Nurse Lead	Facilities security lead
Pulmonology Nurse	Emergency Dept Nurse Lead	Nursing lead Pulmonology Department
Pulmonology Physician On Call	Oncology On Call	Physician on call Pulmonology Department
IT Help Desk	Oncology On Call Night Shift	IT 24/7 support
ED Nurse Lead	Pulmonology Nurse	Emergency Department Nurse Lead
Oncology Physician On Call	Pulmonology On Call	Physician on call Oncology Department
Surgical Tech	Pulmonology On Call 2	Surgical Technologist
	Security Guard 1	

cancel Save Connect



- 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.