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The TigerConnect Platform and What's Next

Extending Your Connected Care Network with Patients

TigerConnect West Coast User Group Meeting
San Jose, CA, November 13, 2019

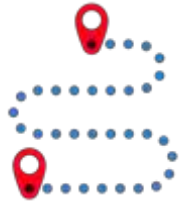
Today's **Speaker**

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

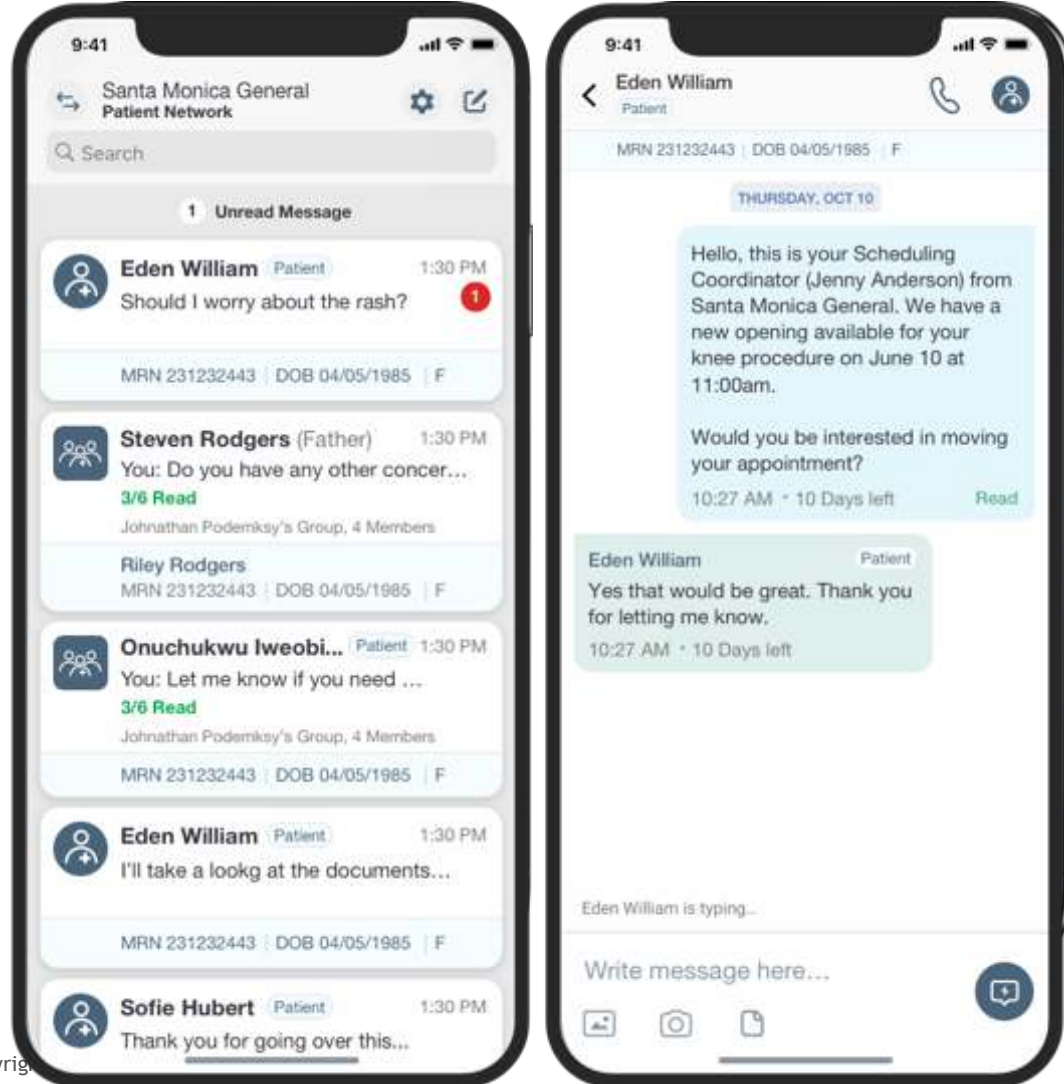




TigerTouch (Patient Communication)



Extending your connected care network with patients



- 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



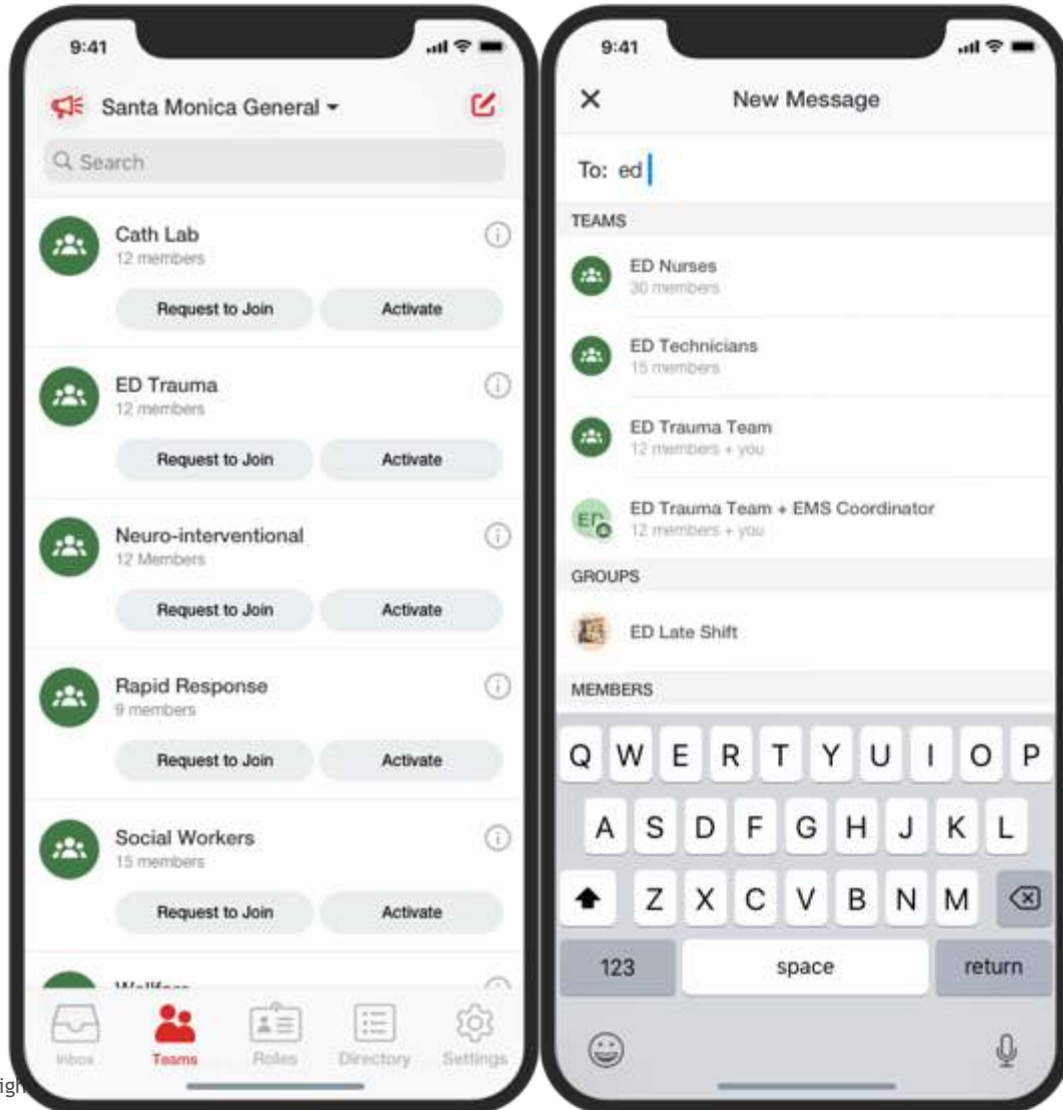
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Patient Messaging Demo

[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



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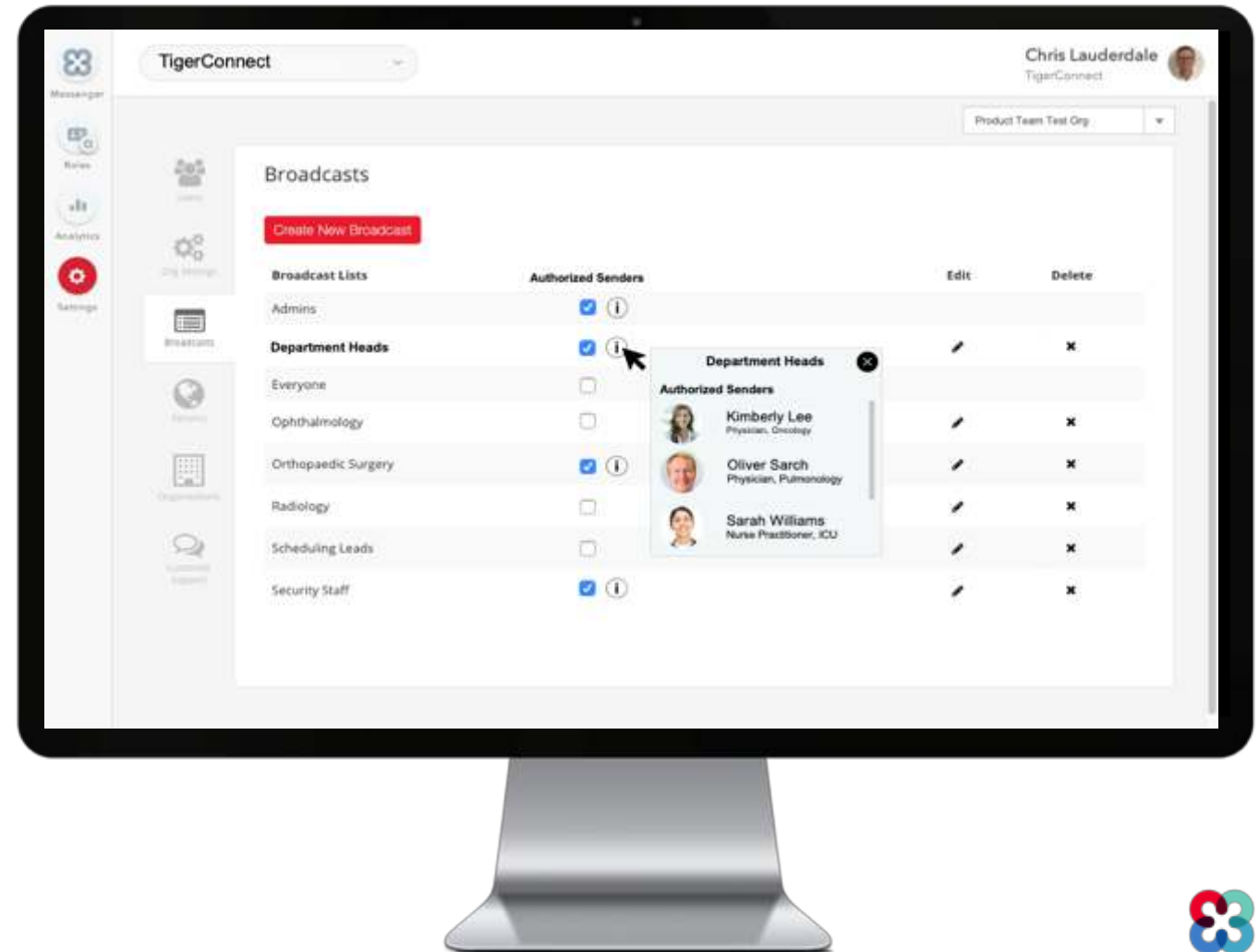
Teams Demo

[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



Integrations Portal



TigerConnect

Chris Lauderdale
TigerConnect

Product Team Test Org

My Integrations

Answering Services

	Amtelco	View	Setup
	Startel	View	Setup

Scheduling

	Amion	Edit	Disconnect
	Call Scheduler	View	Setup
	QGenda	View	Setup

HL7 Interface Engines

	Rhapsody	View	Setup
	Infor Cloverleaf	View	Setup
	NextGen Connect	View	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



TigerConnect | Chris Lauderdale | 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	Search	Physician on call Cardiology Department
Security On Duty	Cardiology Physician On Call	Facilities security lead
Pulmonology Nurse	Emergency Dept Nurse Lead	Nursing lead Pulmonology Department
Pulmonology Physician On Call	Help Desk On Call	Physician on call Pulmonology Department
IT Help Desk	Emergency Dept Nurse Lead	IT 24/7 support
ED Nurse Lead	Oncology On Call	Emergency Department Nurse Lead
Oncology Physician On Call	Oncology On Call Night Shift	Physician on call Oncology Department
Surgical Tech	Pulmonology Nurse	Surgical Technologist
	Pulmonology On Call	
	Pulmonology On Call 2	
	Security Guard 1	
	Oncology On Call	
	Surgical Tech On Call	

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.



Q & A

