How to Use TigerConnect Features

Home Health / Visiting Nurse / Home Hospice

**“Use TigerConnect when communicating and sharing confidential information”**

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| Features | Description | Use Case |
| Secure Messaging | Keep messages private with a fully encrypted, end-to-end, secure texting solution | For day-to-day quick clinical communication containing PHI. To reduce phone calls and emails for quick response issues.* Change visit type
* Change visit date
* Care Team coordinator to nurse with patient visit updates
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| Priority Messaging | Send high priority messages that stay at the top of the recipient's inbox and specify a unique alert for instant differentiation. | To escalate urgent patient issues that require quick response/attention.* Change SOC Date
* Urgent/Complex or Escalation situations
* Unplanned discharge, etc.
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| Group Messaging | Create groups to improve collaboration and see who has read your messages and when. | Use group Messaging for team collaboration to improve care coordination* Communicate with Clinical manager /Office if patient is not ready for Transition care
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| Do Not Disturb | Users can set their status Do Not Disturb to let teammates know when they are not available. Users can set an Auto-Reply message (Out of Office) with this feature. | Set to Do Not Disturb when:* On PTO/Off Duty
* In Training
* During visits that require no interruptions
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| Auto Forward | When in Do Not Disturb Mode, have messages automatically forwarded to another clinician/office staff for coverage. | Field Coverage: * Appointing someone to cover you within TC will help your internal group and other Service Lines know who is currently covering the patient; for more efficient care.
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| Broadcast Messaging | Send messages to your entire organization or subgroups using admin-configured distribution lists. | Use Broadcast Messaging:* To address Large groups within service line/or Org-wide; Secure so messages can contain proprietary information; Reply feature only sends reply messages to sender, not to all recipients
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| Delivery Confirmation | Know instantly when messages have sent, delivered, and read. | Use delivery confirmation: * To know if your message was sent successfully and when the message was read by the recipient. Even if you do not receive a quick reply, you will know that the recipient is aware of your message details.
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| Message Recall | Recall a message and attachments before or after it has been read. | Use to recall a message:* That was sent to the wrong recipient. Please note that only team members involved in the current patient case should receive messages that revolve around that patient’s care.
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| Geolocator | Click the Locator icon on the Advanced Functionality Bar to open Google maps and send your exact location | Location:* Let appropriate Branch Office Staff, know your exact location/status when on the way to a visit
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| Secure Attachments | Securely attach photos, voice notes, PDFs and other files from the apps like Box, Google Drive, etc | Information:* Mobile Devices can receive attachments via TigerConnect but it cannot save those attachments on the Mobile Device
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