

12 WAYS SECURE MESSAGING IS USED IN HEALTHCARE

1 PATIENT ENTERS FACILITY

2 PATIENT CHECKS IN WITH FRONT DESK

Use cases

- 1. Patient admissions
- 2. HIPAA compliance
- 3. Send PHI safely and securely



3 FRONT DESK alerts doctor via secure text patient has arrived.

Dr. Perry, Justin Jones just came in to urgent care. He fell off his bike and may have broken his leg. I am almost finished checking him in. He'll be in room 4B.



Use cases

- 4. Confirmed message delivery
- 5. Staff accountability

YOU HAVE A NEW TIGERCONNECT!

MESSAGE READ!



Use cases

- 6. Secure image sending
- 7. Secure file attachments

6 DOCTOR TEXTS RADIOLOGY



Hi Nancy, I'm sending a patient down to radiology for an x-ray on his left ankle. I suspect a fracture.

7 RADIOLOGY TAKES X-RAY OF PATIENT



Hi Dr. Perry, Justin Jones' (ID# 32214) x-ray shows a hairline fracture. See attached.

Use case

- 8. Message and image forwarding

8 DOCTOR FORWARDS THE X-RAY image to a colleague for another opinion; Message reads:



Hey Dr. Marter, I need a second opinion. Can you take a look?

Use cases

- 9. Remote diagnosis
- 10. Real-time consultation

9-10 DR. MARTER responds:

Dr. Marter responds: Hi Dr. Perry, definitely a break. I'd recommend a soft cast and painkillers.



Use case

- 11. Message and image forwarding

11 DR. MARTER SENDS A PRESCRIPTION order via secure text to the pharmacy; Message reads:



I need to put in an order for Justin Jones (ID #32214). He fractured his ankle and will need 400mg of Ibuprofen, three times a day for one week.

Use case

- 12. Patient discharges

12 DOCTOR ALERTS FRONT DESK via secure text the patient is ready to be discharged.



Hi Cheryl, Justin Jones is free to go home.

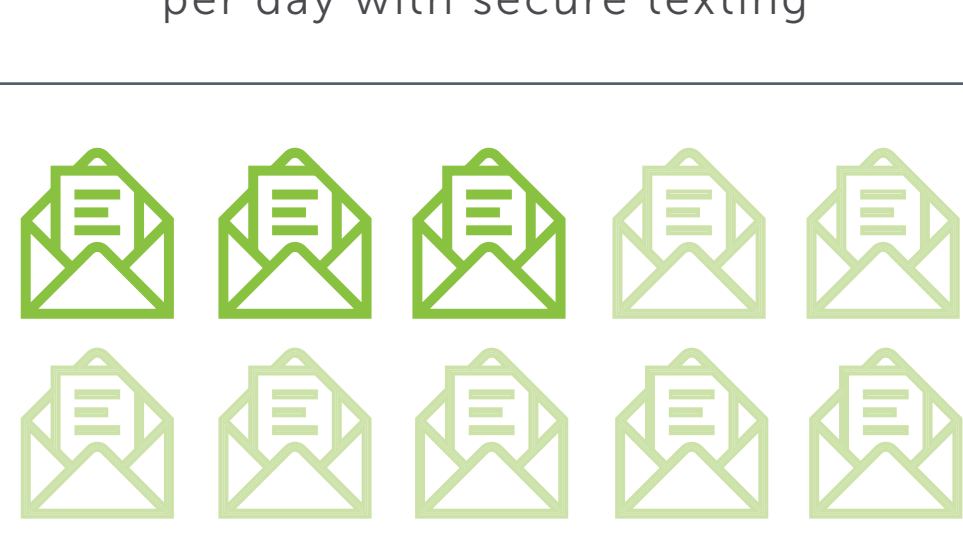
SECURE TEXTING BENEFITS



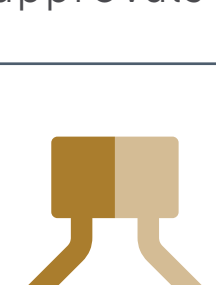
Nurses save **3-4 HOURS** per day with secure texting



Physicians can see up to **15 MORE PATIENTS** per shift utilizing secure texting for patient admissions, discharge, consults and approvals

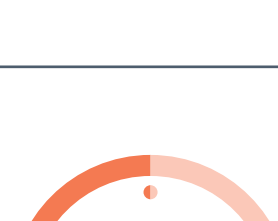
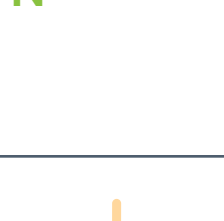


80% REDUCTION in emails and phone tag



Cuts prescription refill time **IN HALF**

95% of patient concerns can be answered in 60 seconds or less



Hospitals see a **50% DECREASE** in patient wait times



Reduces overhead paging which in turn, leads to **higher patient satisfaction** and **higher HCAHPS scores**