

TigerConnect Patient Engagement Video, Voice, & Text

All-in-one secure communication solution
connecting patients and providers



TigerConnect Patient Engagement Makes Virtual Care Simple.

The COVID-19 pandemic made one thing evident for care organizations worldwide - simple, secure, reliable communication is more vital than ever before. As patient engagement tools are rapidly adopted, it's important to understand how vendor solutions differ.

At TigerConnect, we believe patient engagement works best when it's easy to access, simple for both staff and patients to use, and part of a larger communication and collaboration strategy. We built a patient engagement solution to reflect these qualities.

TigerConnect Patient Engagement delivers everything in one solution so care teams can collaborate as seamlessly with patients as they do with each other within a single, reliable, mobile-friendly user experience.

It's our way of helping healthcare staff remain safe and deliver the best care possible in these challenging times.

Video, Voice, and Secure Text in One Easy-To-Use Solution



All of your communication in one place

Communicate with hospital staff, patients, and their families in a single, easy-to-use app.



Video, voice, or text – your choice

Connect with colleagues, patients, families, and specialists in a way that fits the situation.

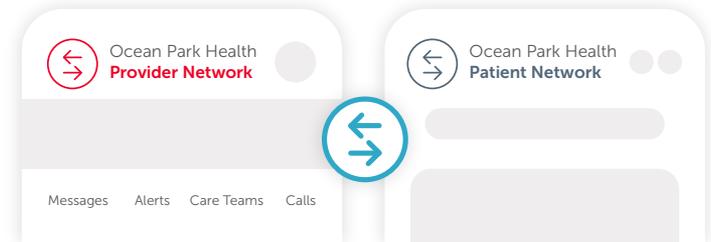


Easy for patients – no apps or passwords

Simplify the patient experience through a mobile browser – no apps to download or logins to remember.

Enjoy the Best of Both Worlds

Switch from Patient to Provider network in one tap



Provider Network

Instantly connect with any colleague across the health system.

Patient Network

Reach patients by video, voice calls, or secure text.



Built-In Video & Voice

- ✓ **Instantly initiate video calls with patients**
Conduct assessments and virtual check-ins to ensure patients heal properly and adhere to care instructions.
- ✓ **Quickly upload lists of patients and family members**
Easily add names and patient information for one-tap video and voice calls. Include family members as well.
- ✓ **Control access to providers**
Limit patients' access to care teams – only staff can initiate video sessions and voice calls.

Benefits of an All-In-One Solution



Efficiency

One app for all communication needs.



Security

HIPAA-compliant, highly secure, and IT-managed.



Cost Savings

100% cloud-based, fast implementation.

Instant, Convenient Patient Texting

Efficient, detailed, and non-interruptive, text-based communication provides a practical alternative to video and voice calls.

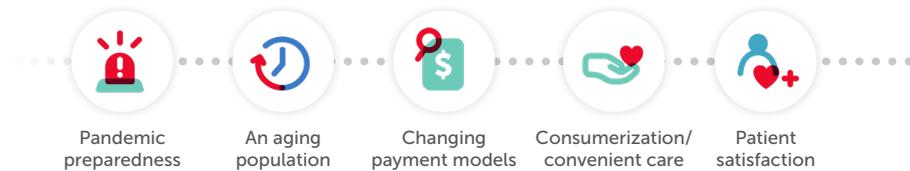
Offering convenience and high engagement, secure patient texting complements telemedicine by filling in the gaps. Easily coordinate appointments, monitor a patient's progress, and answer questions before or after a virtual visit.

With more seniors than ever getting on board, texting has emerged as the most virtual way to communicate as it bypasses hurdles typically found when trying to reach patients by phone or through a patient portal.

Improving Patient Engagement

Environmental and market forces are squeezing hospital margins, draining existing resources, and forcing care organizations to find more effective ways to engage patients.

Direct, secure texting can help teams navigate emerging trends, including:



70%

Percent of people who will not answer a phone call from an unfamiliar number¹

98%

Percent of consumers who will open a marketing text message²

28%

Percent of users who accessed a patient portal 1-2 times in a year³

¹Consumer Reports – Why Robocalls Are Even Worse Than You Thought, May 15, 2019

²Gartner, Tap Into The Marketing Power of SMS, November 3, 2016

³Office of the National Coordinator for Health Information Technology, April 2018

Surgeries & Discharges

Pre-Surgery Preparation

Ensure patients are physically prepared for procedure and arrive on time.

Intraoperative Updates

Keep family members informed during procedures with text-based updates.

Post-Operative Follow-Up

Minimize complications by monitoring surgical wounds and post-op care.

Lower Readmissions

Meet evidence-based practices for high-risk discharges by assisting with PCP visits and care-plan compliance.

Across the Health Ecosystem

Post-Acute Care Facilities

Seamlessly coordinate patient transfers with SNF staff and families.

Affiliate Physician Groups

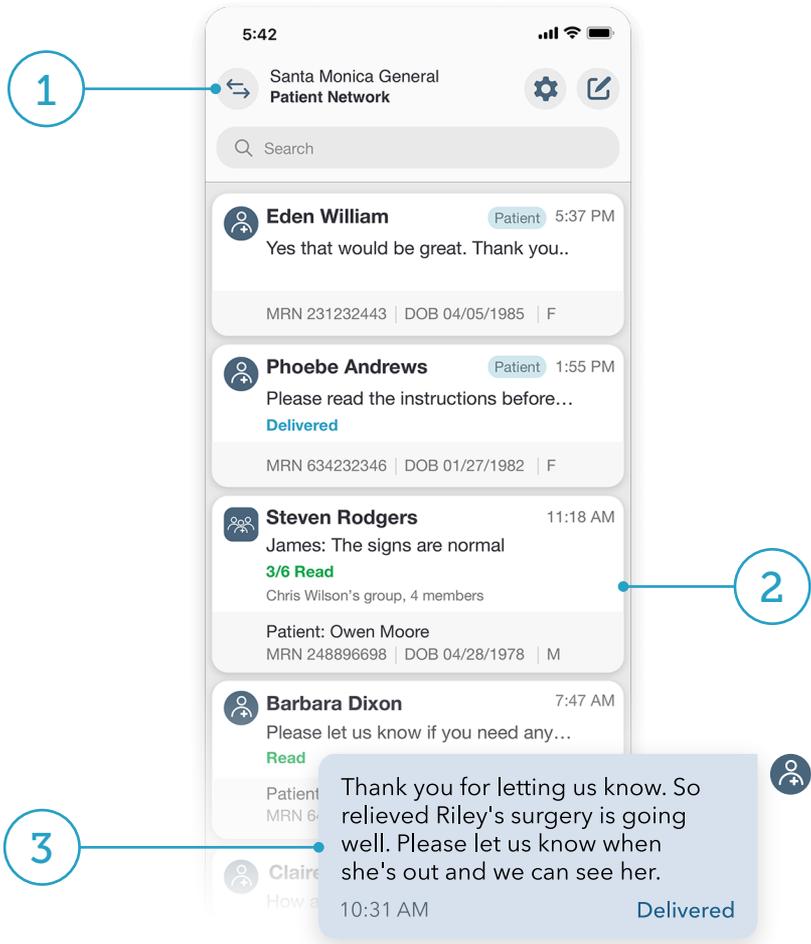
Streamline communication between the hospital, physicians, consultants, call centers, and patients.

Home Health and Palliative Care

Coordinate visits and enable palliative and hospice staff to securely text directly with patients' family members.

Care Coordinators

Ease the burden of phone tag delays associated with complex discharge planning.



The Convenience of Texting

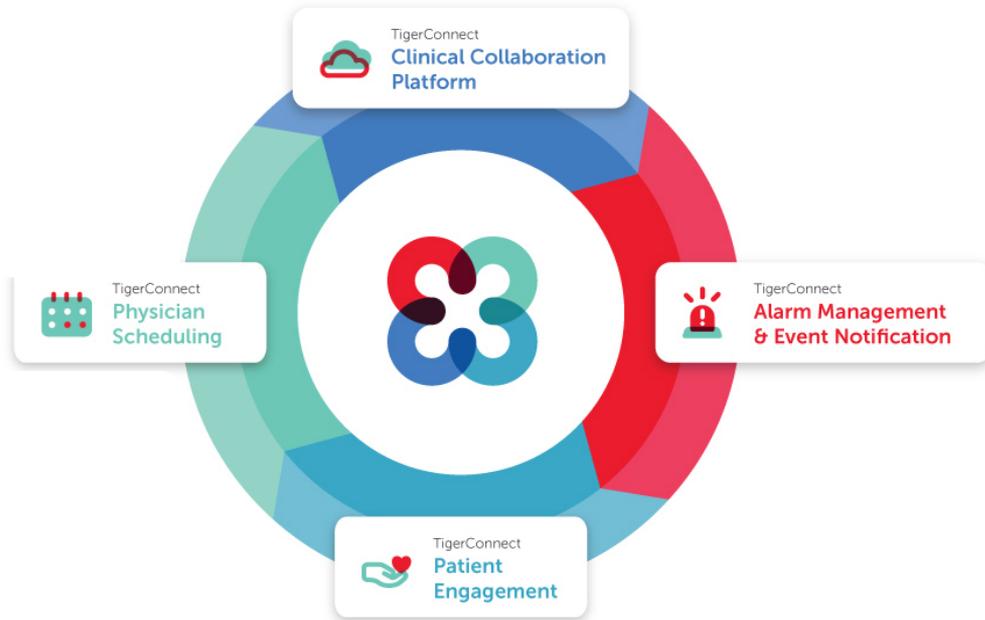
- 1 **Switch seamlessly from video to texting**
Quickly and conveniently converse with patients by text message in between virtual sessions.
- 2 **Bring all essential parties into the conversation**
Collaborate easily with patients, specialists, primary care providers, and others for faster, more informed care decisions.
- 3 **Make it easy for patients – no apps or passwords**
A secure mobile browser experience means no apps for patients to download or credentials to manage.



“We foresee the growth of patient text messaging to help us scale our clinical and support staff to service 10x more patients and are preparing ourselves operationally to do this.”

— **Matthew Fenty**
Director of Innovation, Strategic Partnerships

TigerConnect Product Suite



Workflow Scenarios in this Booklet

Innovative COVID+ Inpatient Care

Lower the risk to specialists and staff by conducting video consults that reduce room entries and exits, and preserve PPE.



Surgery Patient Post-Op Check-in

Reduce complications by ensuring compliance with care plans and medications. Text reminders and incision care tips.



Virtual Check-In at a Post-Acute Care (PAC) Facility

Achieve lower readmission rates among SNF patients through virtual check-ins after an inpatient discharge. Quickly track status.



Clinical Support for EMS in Rural Areas

Support rural EMS teams with video-based interventions between ED/Trauma staff and paramedics.



Virtual Discharge Instructions

Conduct virtual video education sessions with isolated family members regarding medications, respiratory treatments, and when to call for help.



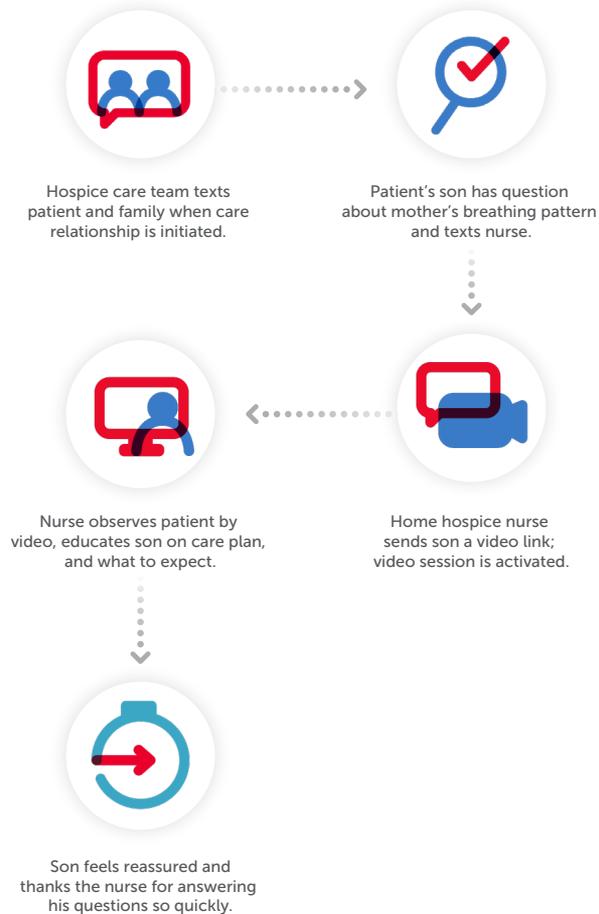
Hospice & Palliative Care Coordination

Eliminate rounds of phone tag and coordinate care services faster. Reach family members in real time by video, voice, or text.



Use Case

Hospice & Palliative Care Coordination



Outcome

Conduct instant video sessions with family

Providing whole-person care includes helping those in need even when care team members cannot physically be with the patient. Conducting video visits with patients and their families increases hospice staff capacity and provides added comfort for families.

Coordinate services & supplies by text

Managing care for terminal illness and chronic disease can be especially difficult. TigerConnect Patient Engagement eases the burden of coordinating services and supplies by offering convenient and secure text messaging.

Home visit times can be set up quickly between the nurse, aide, and social worker as well as the patient and their family members to ensure the schedule works for everyone involved.

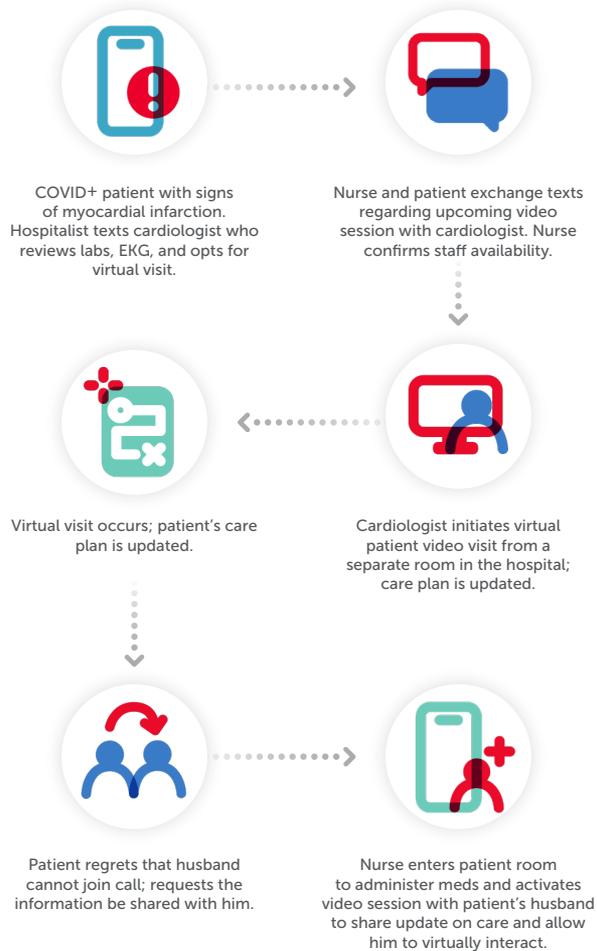


Who benefits?

- ✓ **Clinical Staff**
Coordinate care among team members and across shifts. Use secure texting to coordinate services and family visits.
- ✓ **Patients' Family Members**
Have video or text-based conversations with caregivers and loved ones about their condition and treatment decisions.

Use Case

Innovative COVID+ Inpatient Care



Outcome

Protect staff and physicians

Every clinician is a vital resource, and the risk of caregivers contracting COVID-19 is a real and ever-present threat. TigerConnect's video capability keeps separation between infected patients and healthy staff so they can continue caring for patients.

Preserve personal protective equipment (PPE)

PPE is essential to protect clinicians and staff, but it is often in short supply during a pandemic.

Providing care via video allows critical staff to assess patients from a different part of the hospital or elsewhere without donning PPE and entering a patient's room, thereby preserving precious resources while still meeting patient care needs.



Who benefits?

✓ Clinical Staff

Less traffic in and out of isolation rooms limits the risk of exposing other staff to the virus.

✓ Patients

Patients feel attended to through timely, expert care while boosting morale through care team and even family video sessions.

Use Case

COVID-19 Virtual Discharge Instructions and Home Care



Patient must have home infusion education prior to discharge, but COVID-19 isolation policy prohibits outside resources from entering patient room.



Home infusion nurse activates virtual video education session (sends patient link).



Patient is home and has a question about IV pump; texts home infusion nurse.



Education session occurs and patient confirms knowing how to use equipment. Nurse texts patient PDF with instructions.



Home infusion nurse exchanges texts and opts for face-to-face video interaction to reassure patient and provide an education refresher.

Outcome

Educate patients and their families remotely

COVID-19 isolation policies necessitate finding alternatives to face-to-face patient and family home health education services while patients are both in hospital isolation and quarantining at home.

Patient education is essential to ensuring safe discharge and optimal outcomes; having a virtual option allows essential care to continue despite external forces such as the pandemic.

Communicate directly with patients

Through secure video visits, patients and their families can be briefed remotely on their care plan and topics such as wound care and proper operation of equipment.

For patient inquiries in between virtual care and clinic visits, TigerConnect Patient Engagement also gives patients a secure way of texting to address specific questions or concerns. Text and on-demand video sessions help keep costs down, eliminate phone tag, and offer convenience and safety for both patients and the care team.



Who benefits?

✓ **Health Systems**

Better education at the outset leads to fewer readmissions and costly complications later on.

✓ **Patients**

Patients and their families now have a secure, convenient way to text care team staff with questions or to request help.

Use Case

Surgery Patient Post-Op Check-In



Upon discharge from surgery center, nurse establishes texting session with patient along with discharge instructions.



Day 3 at home: Patient is concerned about incision site and texts nurse a photo showing evidence of inadequate wound care.



NP reassures patient that wound is healing, but needs to be cleaned. Nurse follows up with video training on proper incision care.



Nurse Practitioner (NP) activates video session with patient.



Patient doesn't feel comfortable-taking care of incision so nurse conducts video training session with patient's son who will help.

Outcome

Help patients adhere to post-op care plan

Following a procedure, patients can have a lot of details to manage and may not always adhere to their care plan. Phone calls can be challenging for both clinical staff and patients. The combination of video sessions and texting ensure better, more frequent communication, which leads to better outcomes and patients who feel a greater level of care.

Eliminate phone tag

So much time is wasted trying to reach patients by phone. TigerConnect Patient Engagement leaves voicemail in the 20th century and gives care professionals the easy, convenient, text-based tools to better understand a patient's needs while saving them a trip to the ED.

For patients, it means less frustration, faster answers, and better outcomes, especially if a condition appears to worsen.



Who benefits?

✓ Clinical Staff

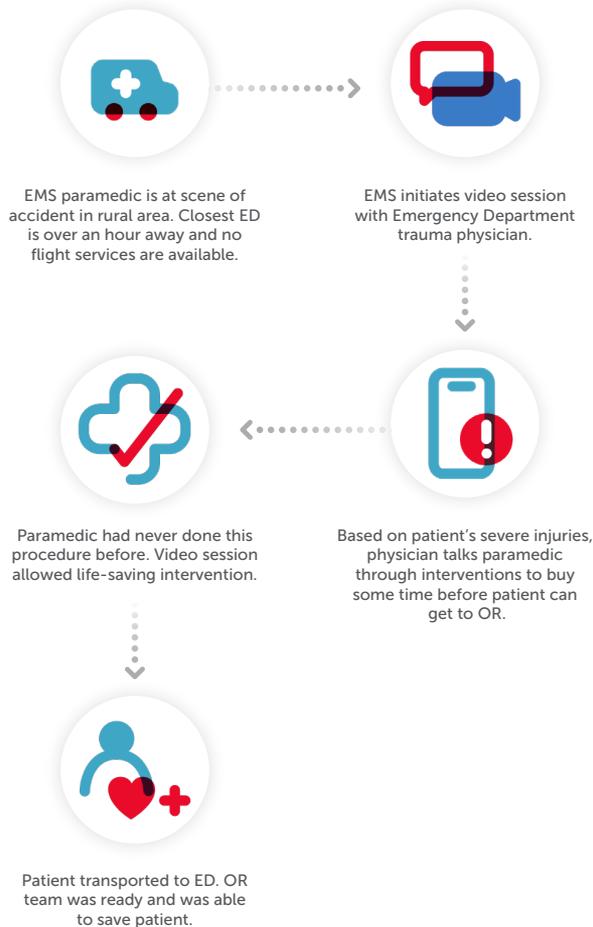
Video sessions and texting can provide insight into a patient's health following surgery and reveal potential setbacks much earlier.

✓ Patients

Video check-ins at home provide added comfort and insight and minimize the cost and hassle of a trip to the doctor's office.

Use Case

Clinical Support for EMS in Rural Areas



Outcome

Provide virtual care in remote areas

Critical access hospitals face a complex set of challenges and are too often forced to provide life-saving care to seriously ill or injured patients using far fewer resources than facilities in populated areas.

On-demand video sessions can be a literal life-saver by connecting Emergency Medical Services (EMS) in the field with ED/Trauma physicians at larger facilities in emergent situations.

Coordinate intervention & patient transports

Video sessions can be useful in non-emergent cases as well. These could include high-utilizers of avoidable ED services.

Using TigerConnect, medics can establish a video session with a patient's assigned case worker to review the care plan and even pull in the patient's physician to confirm the plan. This allows full collaboration in the moment that it's needed.



Who benefits?

- ✓ **Clinical Staff**
Provide important information by text or video to enable effective, life saving care in the field.
- ✓ **Patients**
Enable the highest level of care for patients in remote areas.

Use Case

Virtual Check-Ins at a Post-Acute Care (PAC) Facility



Patient is discharged to SNF after pneumonia and intestinal blockage. Inpatient care team texts discharge care plan to PCP and SNF nurse to prevent readmission.



PCP reviews care plan and messages SNF nurse with a tube feeding change. Staff cannot take orders by text, so nurse uses "click to call" to speak with physician live.



Using video, physician notices skin around feeding tube is infected, orders specialty wound care. Physician interacts via video with patient, son, and nurse to align everyone on plan.



Patient's son visits and wants feeding tube removed because "it doesn't look right." Nurse activates video session with physician to review care plan options.



PCP office messages the ostomy clinical nurse specialist to provide SNF staff re-education on feeding tube site care.

Outcome

Prevent readmissions after surgery or inpatient admission

Elderly patients and those with multiple underlying conditions are at high risk for readmission. Further, these already vulnerable patients face significant risk of hospital-acquired infections every time they're admitted as a patient.

TigerConnect helps staff proactively manage changes in patient status through the use of virtual care technology. Instant, easy-to-use, integrated video can help prevent readmissions and reduce the overall cost of care.

Coordinate intervention & patient transports

When transporting a patient to a post-acute care facility, inpatient staff call an agency to coordinate the transport. TigerConnect helps teams coordinate timing so the patient is ready when the transporters arrive, and the PAC facility team knows when to expect the patient. Concerned family who wish to be involved can also be notified via secure text with transport details.



Who benefits?

✓ Clinical Staff

Ensure a frictionless handoff to a PAC facility and PCP. Provide important details to the PCP about the patient's condition and discharge plan by text or video.

✓ Patients

Lower the risk of complications and minimize having to be transported following a procedure.

