tigerconnect

How Smart Hospitals Use Virtual Care
## Streamlining the 5 Care Settings of COVID-19

Most organizations overlook the need for integrated secure texting as part of their telehealth solution during COVID-19. When resources and staff are stretched to the limit, instant access to video, voice and text can literally be a lifesaver.

Why Secure Patient Texting is critical for virtual care

90% of mobile users open texts within **3 seconds** [1]

70% of people will not answer a phone call from an unfamiliar number [2]

Here's how a care team collaboration solution can **positively impact a COVID patient's journey** at every stage:

1
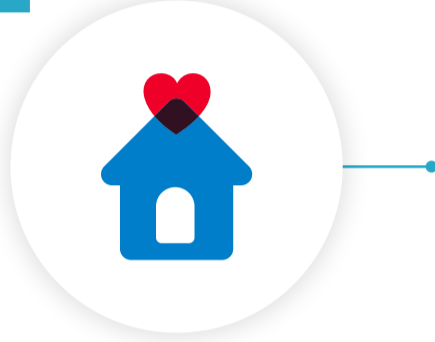
HOME
Convenient virtual care

Staff can send personalized smartphone reminders, answer questions, and use secure video for remote training, education, and assessment.
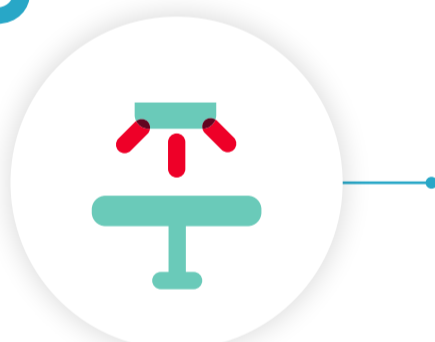
2

CLINIC
Virtual waiting room and check-in

Make patients comfortable enough to seek repeat care and text detailed instructions when they do visit a clinic for care.

3

ED
Virtual triage and telehealth visit

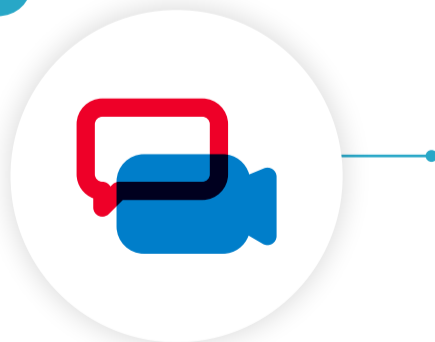Manage surge capacity and minimize unnecessary exposure by using secure text and video consults.

4

HOSPITAL
Effective care and compassion in isolation

Use VoIP video to safely engage patients in isolation, bring the family into the room virtually, and limit exposure and supply use.

5

HOME HEALTH • HOSPICE • PALLIATIVE
Patient engagement

Use secure texting and instant video to quickly address patient and family needs. Remove the burden of playing phone tag in order to prevent avoidable admissions and improve outcomes.

Takeaways

In critical situations, having a successful virtual care strategy can help you:

✓ Leverage remote care

✓ Increase hospital capacity

✓ Expand your workforce

✓ Put patients over paperwork