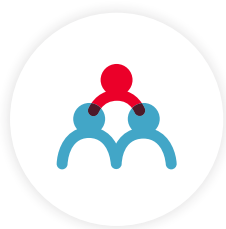


AtHome Healthcare + TigerConnect

At Home Healthcare selected TigerConnect Patient Engagement for the platform's value, security, privacy, and the ability to send HIPAA-compliant secure text messages to both clinician and patients.



Full staff adoption



Successful telehealth transition



HIPAA-compliant staff communication

AtHome Healthcare of California aims to provide exceptional quality home-based patient care with compassion to patients in the comfort of their home or healthcare facility. Over the last six years, AtHome Healthcare has serviced Northern California and averages 60 patients each month.

Aligning to be recognized as the best home health provider in counties surrounding American Canyon, AtHome Healthcare offers the highest quality of home healthcare in their area of coverage, using evidence-based practices and the latest technologies in the delivery of home healthcare.



“It’s been thought out and well-assisted, it’s been incredible. The [TigerConnect] team is very helpful, the platform is user-friendly. I would definitely recommend TigerConnect Patient Engagement to any home health agency or doctor’s office.”

Arianna Sampayan, PR Director, AtHome Healthcare



Challenge

Initially, AtHome Healthcare's communication happened through their EHR. This presented challenges around increased difficulty in reading messages and obtaining information in real time, especially during a time of limited staff.

"There are many steps required before speaking with clinicians and patients," says Jenalynne Uy-De Vera, Director of Patient Care Services. "With our patients and patient care, we got a lot of miscommunication, or important messages fell through the cracks during hand off."

Typically, delays in messages – particularly those containing a helpful synopsis on what happened during a patient visit – would not be received or communicated until much later that day.

Solution

When researching new communication and collaboration solutions, AtHome Healthcare sought the most effective and reliable platform on the market that would meet their main goals:

- Real-time case conferencing for the appropriate number of clinicians
- An easy-to-manage, user-friendly solution requiring little training across teams

At Home Healthcare selected TigerConnect Patient Engagement for the platform's value, security, privacy, and the ability to send HIPAA-compliant secure text messages to both clinician and patients.

Results

Easy for All

Arianna Sampayan, AtHome Healthcare's PR Director, recalls the convenience and ease of using TigerConnect's mobile-friendly platform. "It makes it easy for home health, especially when you have clinicians you don't see face to face."

"The clinicians are all very comfortable with using it," Sampayan continues. "It's straightforward and perfect for AtHome, just to have that familiarity with TigerConnect; it was very simple for our staff to utilize."

Decreased Delays

The ability to hand off their plan of care in real time, regardless of EHR information, has reduced delays for the team. No longer needing to wait for notes to populate in the EHR, the reduction in wasted time also allows clinicians to see their patients sooner.

"With TigerConnect, it's already there," says Uy-De Vera. "You can scroll in real time and all the clinicians can read the message."

Safer Care

The biggest improvement Uy-De Vera found was the ability to address known issues in order to improve care quality. AtHome Health's top priority is the health and safety of their clinicians and clients. During the pandemic, they communicate with patients prior to in-person visits with COVID-19 related questions, awareness, and security checks.



While crucial for safety, patients felt bombarded with multiple calls from numerous clinicians. Through Patient Engagement, this communication was simplified and patients now receive only one call from one clinician. “TigerConnect has been really helpful for reaching out to our clinicians,” says Uy-De Vera.

At such a critical time for unifying home health and telehealth, AtHome Healthcare has found TigerConnect to be a valuable asset during the transition process.



“Everybody, from the beginning, has made it a smooth transition and stellar customer service. At any time I needed them, they were there front and center to work out the kinks, find answers, and resolution; the whole platform has been incredible.”



About TigerConnect

As healthcare’s most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use, cloud-based solution. Cloud-native and mobile-friendly, TigerConnect combines a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

Where to learn more:

Website

www.tigerconnect.com

Sales & Product Demos

1-800-572-0470