

# Ambre Associates + TigerConnect

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**100% patient and staff platform adoption**



**100% patient retention through COVID-19**



**Total patient data privacy and security**



**Permanent telehealth solution for the practice**



"It's so important in this day and age to get HIPAA compliant, and this is such an easy fix and so worth the money; all you have to do is try it to be convinced."

**Denise Ambre**

*Psychoanalytic Therapist, Owner, Ambre Associates, LLC*





Denise Ambre, owner of Ambre Associates, LLC., is a prominent psychoanalytic therapist, leading a private practice in Illinois alongside three additional therapists. Ambre Associates treats a broad spectrum of clientele and specializes in a variety of mental illness care, like depression, anxiety, trauma, and PTSD.

In practice for nearly 30 years, Denise has expanded her business and is broadening her use of modern technology when communicating with patients to now include secure patient texting and telehealth capabilities.

## Challenge

Denise recognizes and embraces that everybody texts, but she insists that mental health communications must be kept confidential. As a result, Ambre Associates sought a HIPAA-compliant, encrypted text messaging solution - preferably one without cumbersome apps or complexity for its patients.

In addition, seeing patients on a regular basis throughout the Covid-19 pandemic required Ambre Associates to implement telehealth for safety and precaution during a time of social distancing. This push for secure virtual communication meant finding the right solution - one that was simple, affordable, and incorporated the features Ambre Associates needed.

"I had periodically attended meetings about HIPAA compliance and researched a number of telehealth products, but none were great," says Denise. "They were clunky, required patients to download apps, and were difficult for patients overall."

## Solution

After exploring her options through various platforms, Denise selected TigerConnect for its secure communications, telehealth capabilities, video consults, and text messaging features.

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"I can communicate with my team of therapists, send documents, and forward messages; that is huge to me," says Denise.

The benefits of telehealth work for both sides of the patient-provider relationship. Growing demands for virtual care mean finding the right feature-rich solution that offers:

- **Voice and video:** Real-time video consults between a provider and patient
- **Secure data sharing:** Collect patient information in one location and securely transmit it to a provider in another location
- **Mobile-first focus:** Mobile devices and apps offer advanced remote care and track personal health data

Additionally, having multiple solutions under one app allows for easy access and enhanced crossover functionality. Caregivers can easily add case managers, specialists, and primary care physicians to patient conversations, and messages can also be forwarded from a patient conversation directly to a care team member.



## Results

One of the benefits that Denise didn't initially anticipate was how helpful TigerConnect is for team collaboration. Originally implemented for secure patient communication, the team at Ambre Associates found that using TigerConnect was also beneficial for sending referrals, clarifying information, supervising, or speaking to patients without relying on less secure communication methods.

Denise has experienced 100% participation from her patients, as well as her team of therapists, all of whom use the TigerConnect solution daily. The main benefits experienced by Ambre Associates ranged from ease of use to better security.

### Top Benefits from the Team

- **Peace of mind:** Achieves HIPAA compliance more simply than previous solutions
- **Streamlined communication:** Easier to communicate with patients and the team
- **Stronger connection:** Seamless functionality and telehealth capability
- **Great support:** TigerConnect offers around-the-clock, responsive support in real-time

From the start, Denise's overall goal was to find a telehealth solution during the pandemic, but she now sees TigerConnect as a permanent, viable solution, especially for those who cannot make it into the office or who are home-bound.

"Now, I can see people remotely if I need to, and that is a really important difference," says Denise. "I have something available that allows me to do what I couldn't do before, and didn't even know that I was missing."

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## About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely enables clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use, cloud-based solution. Built specifically for healthcare, TigerConnect 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.

## Contact Us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, **contact us**.

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