

## Patient Engagement: Video, Voice & Text for Patient Communication

- Telehealth simplified – instant, easy, and controlled by the provider
- Upload patients/family info from the EHR, .csv, or manually
- Easy for patients – no portals, apps, or passwords to manage

### Frictionless for Patients and Providers

TigerConnect is a mobile-friendly communication platform that lets doctors, nurses, and clinical support staff connect seamlessly within the health system and with patients. Converse by video, voice, or text with patients 1-on-1 or with a larger care team.

For patients, it's a secure experience that takes place through a mobile browser, allowing patients to instantly engage with care professionals.

#### Virtual Patient Engagement

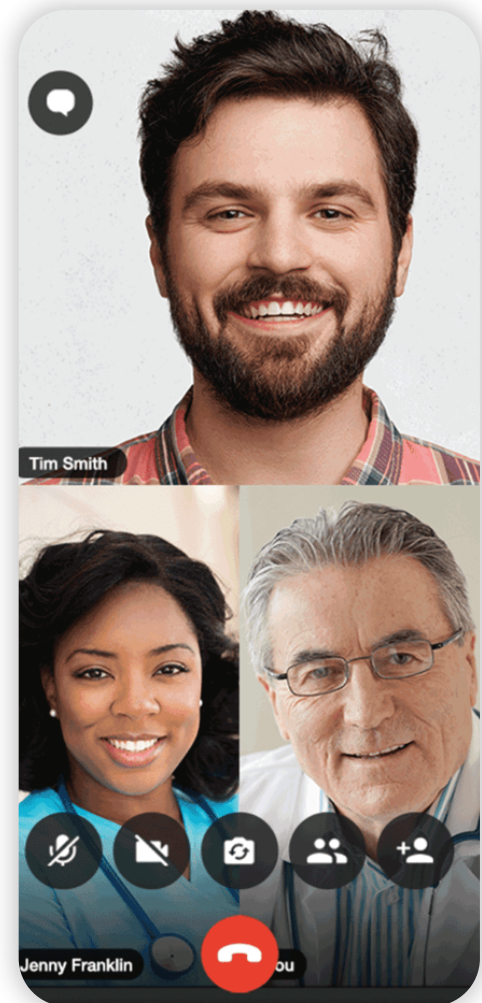
Conduct virtual visits with patients from anywhere. Save valuable time and resources by limiting on-site care.

#### Pre- and Post-Surgery Outreach

Address patient concerns hours and days after a hospital stay to head off potentially serious issues. For pre-visits, attach instructions and answer questions.

#### Family Communication

Reach a patient's family members by video, voice, or text to provide status updates and discuss care options without playing phone tag.



### Easy for Patients

TigerConnect takes the headaches out of communicating with patients. No apps for patients to download or passwords to memorize. Care team staff can initiate video and voice calls while both parties can text freely, eliminating rounds of phone tag.

## Instant, Easy, Text-Based Patient Conversations

### Patient and Provider Inboxes

Tap to switch between patient and provider conversations

### Batch Upload Patient Lists

Quickly add new patients in bulk or one at a time

### No App Required for Patients

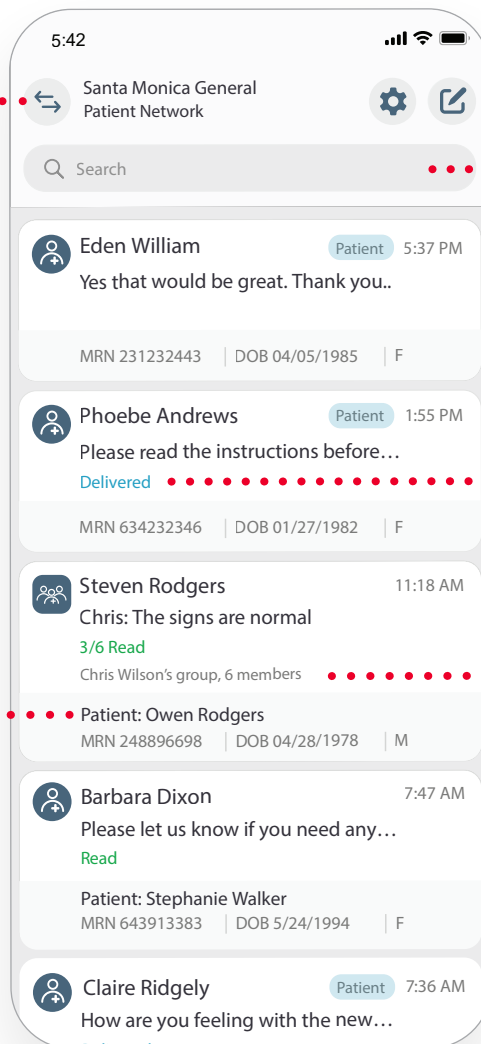
Make it easy for patients to engage – no special apps or passwords needed

### Patient Details

Customize patient details to put key identifiers front and center

### Multimedia Support

Attach photos and files containing care instructions



### EHR-Integrated

Integrate directly with the EHR for patient lists and more

### Fast Patient Lookups

Find patients quickly with predictive search results

### Delivery Confirmation

Providers can see when messages are delivered and read

### Archived Conversations

Archive patient conversations or export as PDFs to add to the EHR

### Group Conversations

Conduct group texts with patients, their families, PCPs, and others

## Health System Benefits

- ✓ Higher patient satisfaction
- ✓ Happier providers

- ✓ Reduced no-show rates
- ✓ More referrals

- ✓ Lower readmissions
- ✓ Fewer reminder calls

## About TigerConnect

As healthcare's most widely adopted communication platform, TigerConnect uniquely combines telehealth, patient texting, and clinical communications in a single, easy-to-use, cloud-based solution. Trusted by more than 6,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and processes more than 10 million messages each day. To learn more about TigerConnect, visit [www.tigerconnect.com](http://www.tigerconnect.com).