

Speed Communication Between Case Managers & Providers by Over

Providers are all too familiar with the frustration of trying to get ahold of case managers, and vice versa. When endless games of phone tag cause delays in care, it creates frustration and can lead to denials from incomplete charts.

Stop playing phone tag and get back to patient care. TigerConnect makes it easy for providers to connect with case managers and ensures that communications are escalated in a timely manner if the clinician is unavailable.

A TYPICAL HOSPITAL WORKFLOW

VS.

THE TIGERCONNECT WORKFLOW

Provider Determines Need for Case Manager



INITIAL CASE MANAGER CONTACT



case manager's schedule via email, white board, or hard copy to determine

Provider calls case manager to discuss patient.



CALL ESCALATION



If the case manager is not available, the provider leaves a voice mail.

urgent, the case manager calls back within 30 minutes. For non-urgent calls, the case

If the message is



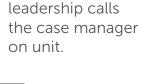
manager calls back within 2 hours. If the case manager

MANAGER CONNECT



doesn't call back, the provider reaches out to case manager leadership for assistance.

PROVIDER AND CASE



Case manager





the provider back to discuss the patient.

MANAGER CONTACT

INITIAL CASE

Provider messages the unit case manager role in TigerConnect.



MESSAGE ESCALATION



If the case manager doesn't respond within 30 minutes, the message is automatically escalated to case manager leadership.

SECOND MESSAGE ESCALATION

Case manager leadership reaches out to unit case manager.





manager leadership messages or in-app calls the provider back to discuss the patient.

case manager and provider communication, contributing to delays in coordinating care.

Phone tag interferes with

WORKFLOW Up to

A TYPICAL HOSPITAL

Minutes 7 Steps

WORKFLOW

THE TIGERCONNECT

Minutes 4 Steps

With TigerConnect, case managers and providers can easily communicate via text, voice, or video to collaborate on patient

status, insurance questions, and discharge needs, thereby preventing care delays and decreasing the number of insurance denials. Visit tigerconnect.com to learn more about optimizing your

inpatient care workflows.

Disclaimer: Time savings assumptions based on internal clinical data

Learn More >