



## **TigerConnect Clinical Collaboration Platform**

# Buyer Comparison Checklist

### **The Evolution of Clinical Collaboration Platforms**

Over a decade ago, HIPAA-compliant texting applications were introduced to combat the widespread unsecured texting of protected health information (PHI). Since then, these applications have evolved into a comprehensive technology category known as Clinical Communication & Collaboration (CC&C).

Recognized by leading technology research and advisory firms like KLAS and Gartner, modern CC&C platforms have become an essential component for achieving true digital transformation within healthcare organizations. By centralizing communications, data, and alerts into a single, easily accessible platform, CC&C solutions unify fragmented care teams, systems, and information to accelerate care delivery and drive better patient outcomes.

For too long, physicians, nurses, and allied health professionals have relied on disparate and outdated technologies to coordinate care, adding unnecessary friction to an already demanding work environment. CC&C platforms alleviate these burdens by streamlining a wide range of clinical workflows – from physician consults to code team activation to updating a patient's family during surgery – resulting in happier clinicians, greater efficiency, and reduced costs.

# Buyer Considerations

This all-in-one checklist, which includes key features, competitive comparisons, and a glossary, was created to help you make more informed decisions when evaluating CC&C platforms. Choosing the wrong solution can place unnecessary strain on your organization's finances, workforce, and patients, so we're here to guide you down the right path.

The role of CC&C platforms has grown to encompass a wide range of capabilities beyond simple secure texting, so there's a lot to consider. The most impactful CC&C solutions are able to integrate with and enhance the value of your existing technology systems, including your EHR, nurse call, physiological monitors, and more.

At a high level, buyers should prioritize the following requirements:

- **Advanced Integration Capabilities:** This is what separates a basic secure texting solution from an enterprise-grade clinical collaboration platform. Integrating your CC&C solution with your EHR provides enormous value to clinicians by allowing them to receive real-time, prioritized alerts for consult requests, critical lab values, and other patient events, as well as access patient and care team assignment data without having to switch between multiple systems. Additionally, integrating with your nurse call, physiological monitors, provider scheduling solution, and other disparate systems improves situational awareness and ensures clinicians have instant access to the information they need to deliver faster, higher quality care.
- **Cloud-Based & High Availability (99.99%+):** Maintaining a minimum of four 9s (99.99%+ uptime) keeps patient care flowing and protects patient safety, so continuous uptime is a must-have for any CC&C solution. Cloud-based solutions offer greater advantages as they never have to be taken offline for maintenance or upgrades, and they have a significantly lower total cost of ownership (TCO) without the hardware and maintenance costs associated with on-premises solutions.
- **Seamless End User Experience:** Getting end users to adopt a new technology solution can be challenging, so it's imperative to choose a solution that's robust and easy to use in order to break down those barriers to adoption. Make sure the vendor you select has a clean and easily navigable user interface, consumer-grade features like emoji reactions, and healthcare-specific features like role-based messaging and message escalations for streamlined clinical workflows.
- **Multi-Product Capabilities:** Reducing your vendor footprint is essential to keeping costs low and minimizing IT complexity. While point solutions may provide necessary functionality to address your current needs, look for platforms with multi-product capabilities, such as patient engagement, physician scheduling, or alarm management, so that you have the flexibility to add additional products and features as your needs grow.
- **Easy Implementation & Deployment at Scale:** Implementing a CC&C solution is a massive undertaking, and undoing a bad decision can be a costly distraction for both IT and clinical teams. Be sure the vendor you choose has a successful track record at organizations of similar size to yours and can tailor their solution to your unique needs. Additionally, ensure they offer self-guided user training, a robust user community, simple onboarding for end users and admins, and a customer success manager to set adoption milestones and guide you on your customer journey.

# Buyer Checklist

Please reach out to TigerConnect to unlock the vendor names.\*

\*Capabilities attributed to competing vendors are based on publicly available information and independent market research done by TigerConnect and are not guaranteed to be conclusive or complete.

## Basic Collaboration Capabilities

	Fill In (Other Vendor)	Vendor 1 (Other Vendor)	Vendor 2 (Other Vendor)	TigerConnect
Message Status (Sent/Delivered/Read)		✓	✓	✓
Message Attachments (Photo/Video/File/Voice Note)		✓	✓	✓
Group Conversations		✓	✓	✓
Message Forwarding		✓	✓	✓
Broadcast Messaging			✓	✓
Do Not Disturb (DND)		✓	✓	✓
Voice & Video Wi-Fi Calling			✓	✓
Searchable Directory		✓	✓	✓

## Advanced Collaboration Capabilities

	Fill In (Other Vendor)	Vendor 1 (Other Vendor)	Vendor 2 (Other Vendor)	TigerConnect
Role-Based Messaging			✓	✓
Activation of Rapid Response Teams			✓	✓
Priority Messaging		✓	✓	✓
Message Escalations		✓	✓	✓
Delivery Escalations (SMS & Email)			✓	✓
Auto-Forwarded Messages		✓	✓	✓
Message Recall				✓
Message Anyone				✓
Emoji Reactions		✓		✓
@ Mentions				✓
Click-to-Call			✓	✓
Phone Number Masking			✓	✓

## Platform Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Secure, 2-Way Patient Texting (No Apps or Logins)		✓	✓	✓
Patient Voice & Video Calling (No Apps or Logins)			✓	✓
On-Call Provider Scheduling		✓	✓	✓
Automated Provider Scheduling			✓	✓
Alert Management (EHR, Labs, Nurse Call)		✓	✓	✓
Alarm Management (FDA 510(k) Clearance)				✓

## Integration Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
On-Call Scheduling (QGenda, Amion, TigerConnect Physician Scheduling) for Roles Integration			✓	✓
Patient Context Messaging		✓	✓	✓
Care Team Assignments		✓	✓	✓
EHR Embedding		✓	✓	✓
One-Way Message Delivery from External Systems (Answering Service, Paging, Email) via SMTP			✓	✓
Two-Way Message Exchange with External Systems via Webhook			✓	✓
Telephony (PBX/SIP)			✓	✓

## Security & Administration

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Secure, Encrypted Messages		✓	✓	✓
Self-Destructing / Ephemeral Messages			✓	✓
HITRUST CSF Certification		✓		✓
User Authentication (2FA, MFA, SSO)		✓	✓	✓
Face ID		✓	✓	✓
Touch ID		✓	✓	✓
Pin Lock Enforcement		✓	✓	✓
Remote User Lockout		✓	✓	✓
Automated & Customizable Welcome Email				✓
User Management		✓	✓	✓
LDAP / Active Directory Integration		✓	✓	✓
Cloud Storage Integration		✓	✓	✓
Vendor-Hosted Archiving (Third-Party)			✓	✓
Client-Hosted Archiving			✓	✓
Data Analytics & Trends			✓	✓

## Take the Next Step

By now you should have a solid understanding of the critical components of a clinical collaboration platform and how they can transform care delivery at your organization.

You know what to look for, but you might still have questions or want to learn more. Fill out [this form](#) to get a full demo of the TigerConnect Clinical Collaboration Platform or speak with a friendly expert.

You can also check out the other buyer checklists below if the scope of your project goes beyond clinical communication:

- [TigerConnect Physician Scheduling](#)
- [TigerConnect Patient Engagement](#)
- [TigerConnect Alarm Management & Event Notification](#)

## About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.

## Contact us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, [contact us](#).

# Glossary

## Basic Collaboration Capabilities

### Broadcast Messaging

Send messages to your entire organization or sub-groups using admin-configured distribution lists. Message responses will only be directed to the original sender rather than the entire group.

### Do Not Disturb (DND)

Let colleagues know when you're unavailable with an adjustable status indicator. Users will not receive push notifications while this setting is enabled unless they receive a priority message. Users can set auto-reply messages to let colleagues know who to contact while they're unavailable or have messages auto-forwarded to another user or role.

### Group Conversations

Allow users to message with multiple users in a single thread for improved collaboration. Give groups a specific name for quick reference and access.

### Message Attachments (Photo/Video/File/Voice Note)

Send messages with secure attachments, including images, videos, files, and audio recordings. Image and video attachments can be uploaded from the user's device or taken/recorded live. New photos or videos taken from the TigerConnect app are not saved to the device's library.

### Message Forwarding

Manually forward a sent or received message to a colleague that includes the original sender's name.

### Message Status (Sent/Delivered/Read)

Indicate to users in real time when messages have been sent, delivered, and read in both individual and group conversations.

### Searchable Directory

Search for and message colleagues within an organization from a general directory.

### Voice & Video Wi-Fi Calling

Initiate Wi-Fi-based voice and video calls to individuals, roles, or groups.

## Advanced Collaboration Capabilities

### @Mentions

Tag relevant users by name or role with an @ mention when sending a message in a group chat that isn't pertinent to all group members. Tagged recipients will receive a unique notification that lets them know they've been mentioned, allowing them to quickly recognize when their attention is needed.

### Activation of Rapid Response Teams

Quickly look up and mobilize pre-defined code teams (e.g., RRT, Sepsis, Code Blue) for event-based collaboration. Teams can be composed of roles, individuals, or both.

### Auto-Forwarded Messages

Automatically forward all newly received messages to an assigned colleague while the user's status is set to Do Not Disturb.

### Click-to-Call

Place carrier-based calls through the native dialing capabilities of both iOS and Android devices. Administrators can enable the entire organization or individual users, and users may initiate voice calls from the conversation screen or inbox tab.

### Delivery Escalations (SMS & Email)

Get alerted for notifications that are not delivered within an admin-controlled, pre-configured period of time (e.g., 10 minutes). Additional message notifications are sent via SMS, alerting the recipient that someone is attempting to message them.

### Emoji Reactions

Acknowledge and respond to messages without generating additional notifications by reacting to them with an emoji.

### Message Anyone

Allow users to send secure messages to non-TigerConnect users outside of their organization. End-to-end encrypted, two-way messages remain accessible to recipients via a secure web browsing session for a pre-configured amount of time.

### Message Escalations

Automatically forward unanswered messages to back-up role assignments or individuals after a pre-configured period of time.

### **Message Recall**

Recall a sent message and any attachments before or after the message has been read.

### **Phone Number Masking**

Hide your phone number from recipients when placing calls on your personal device.

### **Priority Messaging**

Emphasize the most urgent messages and encourage quicker response times from recipients. Priority messages remain at the top of the inbox and have unique notification sounds and colors to distinguish them from regular messages. Priority messages will override Do Not Disturb settings if enabled on the recipient's device or within the TigerConnect app.

### **Role-Based Messaging**

Easily locate and message staff by role assignments and shifts. Roles can be populated through self-assignments or a scheduling system integration.

## **Platform Capabilities**

### **Alarm Management (FDA 510(k) Clearance)**

Integrate with patient monitoring systems and other regulated medical devices to deliver actionable, context-rich notifications to the right clinician in real time. Routing and escalation protocols are highly customizable to ensure alarms are delivered to the right people and are addressed in a timely fashion. FDA 510(k) clearance ensures that the system meets safety and effectiveness standards for managing physiological alarms.

### **Alert Management (EHR, Labs, Nurse Call)**

Integrate with existing clinical systems, such as your EHR, LIMS, nurse call system, and more, to deliver actionable, context-rich notifications to the right clinician in real time. Routing and escalation protocols are highly customizable to ensure alerts are delivered to the right people and are addressed in a timely fashion.

### **Automated Provider Scheduling**

Automate the creation of provider schedules with customizable rules to meet each department/group's unique needs and preferences. Ensure that schedules are created with fairly distributed assignments, ample time between shifts, and adherence to time-off requests.

### **On-Call Provider Scheduling**

Create and manage on-call provider schedules for individual departments/groups, and merge all schedules into a digital single source of truth that's accessible on both desktops and mobile devices. Process time-off requests and shift swaps with ease while ensuring schedules are always accurate and up to date.

### **Patient Voice & Video Calling (No Apps or Logins)**

Conduct voice and video calls with patients and family members without requiring them to download any apps or log into any portals.

### **Secure, 2-Way Patient Texting (No Apps or Logins)**

Communicate back and forth with patients and family members via secure, encrypted messaging without requiring them to download any apps or log into any portals. Patients and/or family members receive a link via SMS where they can immediately have a secure conversation.

## **Integration Capabilities**

### **Care Team Assignments**

View care team member assignment data pulled from your EHR within TigerConnect so you can easily identify who to message for any patient.

### **EHR Embedding**

Embed the TigerConnect messenger within your EHR to easily transition between EHR-based tasks and communication with minimal context switching. Open a patient record in your EHR with a single tap from the TigerConnect mobile app.

### **On-Call Scheduling (QGenda, Amion, TigerConnect Physician Scheduling) for Roles Integration**

Automatically populate assignments for role-based messaging through an integration with third-party scheduling systems, such as QGenda, Amion, or TigerConnect Physician Scheduling.

### **One-Way Message Delivery from External Systems (Answering Service, Paging, Email) via SMTP**

Route external messages to TigerConnect through an SMTP integration with third-party systems, including answering services, pagers, and email.

### **Patient Context Messaging**

Attach patient references that include patient identifiers pulled from your EHR, such as name, date of birth, MRN, and more, to individual messages and group chats within TigerConnect.

### **Telephony (PBX/SIP)**

SIP PBX integration that connects TigerConnect users with staff on an existing telephony system.

### **Two-Way Message Exchange with External Systems via Webhook**

Route external messages to TigerConnect through a webhook integration with third-party systems that allow for write-back.



# Security & Administration

## Automated & Customizable Welcome Email

Optionally configure automated "Welcome" emails to send to new users with information on how to use TigerConnect. Add your organization's logo to the email to reassure recipients.

## Client-Hosted Archiving

Save TigerConnect messages through an IT-hosted solution that automatically creates a copy of outgoing messages and routes those to an SMTP email through Transport Layer Security (TLS).

## Cloud Storage Integration

Attach files to messages from enterprise cloud storage solutions, such as Box, Dropbox, Google Drive, and OneDrive.

## Data Analytics & Trends

View metadata for messages and calls by individual, role, group, and department. Compare message volume and active user data over different periods of time. Track usage against internal benchmarks and uncover potential gaps.

## HITRUST CSF Certification

Adhere to the strictest security protocols with certified status for information security, granted by the Health Information Trust (HITRUST), that denotes the vendor meets key healthcare regulations and requirements for protecting and securing PHI.

## Face ID

Add an optional layer of security that requires facial recognition to gain access to the TigerConnect mobile app.

## LDAP / Active Directory Integration

Establish a secure Light Directory Access Protocol (LDAP) connection to your organization's Active Directory (AD) to enable user provisioning and authentication across multiple facilities using TigerConnect. Allow IT to manage users in multiple TigerConnect organizations via a single AD environment or multiple AD environments accessible over a single network. Users simply access TigerConnect using their AD credentials.

## Pin Lock Enforcement

Add an optional layer of security that requires a 4-digit PIN to access the TigerConnect mobile app.

## Remote User Lockout

Use the administrator console to remotely lock out users who may no longer be with the organization or whose devices are lost or stolen.

## Secure, Encrypted Messages

Protect patient information with end-to-end encrypted text messages, including attachments, using AES 256-bit encryption.

## Self-Destructing / Ephemeral Messages

Ensure every message is automatically and permanently deleted from every instance of the app after a maximum of 30 days (unless archived) using patented technology.

## Touch ID

Add an optional layer of security that requires fingerprint identification to access the TigerConnect mobile app.

## User Authentication (2FA, MFA, SSO)

Control access to the TigerConnect app by requiring username and password authentication. Implement two/ multi-factor authentication or single sign-on integrations, if desired.

## User Management

Empower administrators with complete control over users on the system and their respective permissions.

## Vendor-Hosted Archiving (Third-Party)

Save TigerConnect messages through a cloud-hosted archiving service that meets electronic discovery requirements for FINRA, FERPA, FRCP, SOX, SEC, and HIPAA.