

# UAB Medical West

## Introduction

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This case study of UAB Medical West is based on an August 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service.



Backline is an effective and efficient communication tool that saves time, promotes positive clinical outcomes, and aids in efficient decision-making.

## Challenges

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This organization evaluated and ultimately selected Backline to:

- Communicate more securely
- Accelerate clinical workflows
- Address clinical burnout associated with care coordination

## Use Case

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Inside the organization, Backline:

- Provides notifications of patient admissions
- Aids care coordination among staff and internal departments
- Enables real-time treatment consultations

Outside the organization, Backline supports:

- Referrals from external providers
- Care coordination with external providers

Key Features:

- HIPAA-compliant text chat

## Results

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This organization uses Backline to coordinate care with the following:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)

### Company Profile

Company:  
**UAB Medical West**

Company Size:  
**Medium Enterprise**

Industry:  
**Healthcare**

### About DrFirst

DrFirst's mission is to unite the Healthiverse with revolutionary products and services that close the gaps between information and people so that all sectors in healthcare can create better outcomes together.

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