DRFIRST CASE STUDY

# Non Profit

## Introduction

This case study of a non-profit is based on a July 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

## Challenges

This organization evaluated and ultimately selected Backline to:

- Communicate more securely
- Add or improve telehealth capabilities

## Use Case

Inside the organization, Backline:

- Facilitates secure sharing of PHI (documents, files, images, etc.)
- Enables real-time treatment consultations

Outside the organization, Backline supports:

- Telehealth visits and/or consultations with patients
- Secure communications with caregivers and families
- Referrals from external providers
- Coordination of care with external providers

Key features:

- HIPAA-compliant text chat
- Telehealth or video conferencing
- Patient-centered chat

## Results

This organization uses Backline to coordinate care with the following:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)
- Other hospitals
- Primary care physicians

### Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
**Non-profit**

### 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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