

Stillwater Medical Center

Introduction

This case study of Stillwater Medical Center is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



“With Backline we are able to achieve better care coordination, strengthen transitions of care, or improve communication between patients and staff.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Backline:

- To communicate more securely

Use Case

The key features and functionalities of Backline that the surveyed company uses:

- How they are using Backline:
 - To communicate with patients and family members securely
 - To manage care coordination between internal departments
- How they used Backline during the COVID-19 Pandemic:
 - Limit staff and patient exposure by utilizing Telehealth capabilities
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
 - Telehealth or video conferencing
- Use Backline to coordinate care with the following:
 - Departments within their organization (nurses, doctors, EMS, ED, etc.)
 - Patients and families
 - Primary care physicians
 - Home Health and Hospice

Results

The surveyed company achieved the following results with Backline:

- Level of satisfaction with the following Backline features:
 - HIPAA-compliant text chat: extremely satisfied
 - Video calls: very satisfied
 - File sharing: very satisfied
 - Masked caller ID: very satisfied

Company Profile

Company:
Stillwater Medical Center

Company Size:
Medium Enterprise

Industry:
Healthcare

About Backline

DrFirst’s Backline communication and collaboration tool, specifically designed for use in healthcare environments, helps providers achieve better care coordination, better health outcomes, better transitions of care, and lower hospital readmissions. Available for iPhone and Android mobile devices, and web-based desktop environments: Private, group and Patient-Centered ChatSM modes Real-time delivery status indicators and timestamps Supports attachments up to 20MBs, including photos, videos, audio files, and documents Secure text messaging encryption for physicians protects privacy, prevents unintended disclosure and meets HIPAA and Joint Commission requirements.

Learn More:

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