

# Medium Enterprise Healthcare Company

## Introduction

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

## Challenges

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This organization evaluated and ultimately selected Backline to:

- Communicate more securely
- Add or improve telehealth capabilities

## Use Case

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Outside the organization, Backline supports:

- Telehealth visits and/or consultations with patients
- Secure communications with caregivers and families

Key features they are currently utilizing:

- Telehealth or video conferencing

## Results

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This organization uses Backline to coordinate care with the following:

- Rehabilitation Department

### Company Profile

The company 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.

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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