

Large Health System in Texas

Introduction

This case study of a large enterprise healthcare company is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Backline made it easy to communicate failed prescriptions to providers.”

Challenges

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

- To facilitate communication for failed prescriptions

Use Case

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

- To manage care coordination with external hospitals, facilities, and care providers
- Backline features they are currently utilizing:
 - Automated clinical notifications
- Use Backline to coordinate care with the following:
 - Primary care physicians
 - All physicians and practitioners transmitting prescriptions

Results

Level of satisfaction with the following Backline features:

- Automated clinical notifications: extremely satisfied

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:
Large 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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