BACKLINE CASE STUDY

Community Hospice Of Northeast Florida, Inc.

Introduction

This case study of Community Hospice Of Northeast Florida, Inc. 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, and improve communication between patients and staff."
>
> "Information doesn't get missed and the whole team for the patient is made aware of everything."

Challenges

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

- Key drivers for implementing Backline at their organization:
  - To communicate more securely
  - To accelerate clinical workflows

Use Case

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

- How they are using Backline:
  - 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
  - Manage change and communicate to staff
  - Improve communications with EMS transporting patients to ER – etc
- Backline features they are currently utilizing:
  - Patient-centered chat
- Use Backline to coordinate care with the following:
  - Departments within their organization (nurses, doctors, EMS, ED, etc.)
  - Homecare and hospice workers

Results

The surveyed company achieved the following results with Backline:

- Satisfied with the following Backline features:
  - HIPAA-compliant text chat
  - Patient-centered chat

Company Profile

Company:
Community Hospice Of Northeast Florida, Inc.

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 Chat℠ 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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