

Three Rivers Health

Introduction

This case study of Three Rivers Health is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



“We’ve expanded our use of Backline to our Rehab department.”

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:

- To manage care coordination between internal departments
- How they used Backline during the COVID-19 Pandemic:
 - Manage change and communicate to staff
- Backline features they are currently utilizing:
 - HIPAA-compliant text 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:

- Level of satisfaction with the following Backline features:
 - HIPAA-compliant text chat: extremely satisfied

Company Profile

Company:
Three Rivers Health

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.

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