

Asti's South Hills Pharmacy

Introduction

This case study of Asti's South Hills Pharmacy is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



Backline has been very helpful to my operations – we currently recommend Backline regularly. It's efficient and helps with internal communication as well as provider care coordination."

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 manage care coordination between internal departments
 - To manage care coordination with external hospitals, facilities, and care providers
- How they used Backline during the COVID-19 Pandemic:
 - Improve care coordination between units
 - Manage change and communicate to staff
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
- Use Backline to coordinate care with the following:
 - Primary care physicians
 - Any outpatient provider (primary care or specialists)

Results

The surveyed company achieved the following results with Backline:

- Level of satisfaction with the following Backline features:
 - HIPAA-compliant text chat: extremely satisfied
 - Patient-centered chat: not satisfied
 - File sharing: very satisfied

Company Profile

Company:
Asti's South Hills Pharmacy

Company Size:
Small Business

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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