

# Global 500 Healthcare Company

## Introduction

This case study of a Global 500 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

This organization evaluated and ultimately selected Backline to:

- Communicate more securely
- Accelerate clinical workflows

## Use Case

Inside the organization, Backline:

- Enhances care coordination among staff and internal departments

Outside the organization, Backline supports:

- Transmission of electronic prescriptions to external pharmacies

Key features:

- HIPAA-compliant text chat
- Telehealth or video conferencing
- Automated clinical notifications
- Patient-centered chat
- Electronic forms and signature

## Results

This organization uses Backline to coordinate care with the following:

- Homecare and hospice workers

### 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:  
**Global 500**

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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