

# King's Daughters Medical Center

## Introduction

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This case study of Kings Daughters Medical Center is based on a July 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service.

## Challenges

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This organization evaluated and ultimately selected Backline to:

- Communicate more securely

## Use Case

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Inside the organization, Backline facilitates:

- Care coordination among staff and internal departments
- Secure sharing of PHI (documents, files, images, etc.)

Outside the organization, Backline supports:

- Secure communications with caregivers and families
- Referrals from external providers
- Coordination of care with external providers

Key Features:

- HIPAA-compliant text chat

## Results

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This organization uses Backline to coordinate care with the following:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)
- Patients and families
- Other hospitals
- Primary care physicians

### Organization Profile

Organization:  
**Kings Daughters Medical Center**

Industry:  
**Non-profit**

### 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.

**Learn More:**

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