

Village of Mundelein, IL

Introduction

This case study of cpedraza@mundelein.org is based on an August 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service.

Challenges

This organization evaluated and ultimately selected Backline to:

- Communicate more securely
- Improve patient engagement
- Add or improve telehealth capabilities

Use Case

Inside the organization, Backline:

- Facilitates secure sharing of PHI (documents, files, images, etc.)
- Enables real-time treatment consultations

Outside the organization, Backline supports:

- Telehealth visits and/or consultations with patients

Key features:

- HIPAA-compliant text chat
- Telehealth or video conferencing

Results

This organization uses Backline to coordinate care with the following:

- Primary care physicians

Organization Profile

Organization:
Mundelein
Organization Size:
State & Local

Industry:
Government

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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