

Deborah Heart & Lung Center

Introduction

This case study of Deborah Heart & Lung Center is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



“We’ve improved communication across departments with Backline.”

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select Backline:

- To communicate more securely
- To accelerate clinical workflows
- To improve patient engagement
- To streamline post-care outreach and education
- To add or improve telehealth capabilities

Use Case

The key features and functionalities of Backline that the surveyed organization uses:

- How they are using Backline:
 - For telehealth visits to limit staff and patient exposure to infectious disease
 - To manage care coordination between internal departments
- How they used Backline during the COVID-19 Pandemic:
 - Limit staff and patient exposure by utilizing Telehealth capabilities
 - Improve care coordination between units
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
 - Telehealth or video conferencing
 - Patient-centered chat
- Use Backline to coordinate care with the following:
 - Departments within their organization (nurses, doctors, EMS, ED, etc.)

Results

The surveyed organization achieved the following results with Backline:

- Level of satisfaction with the following Backline features:
 - HIPAA-compliant text chat: extremely satisfied
 - Video calls: satisfied
 - Patient-centered chat: satisfied
 - Masked caller ID: extremely satisfied

Organization Profile

Organization:
Deborah Heart & Lung Center

Industry:
Non-profit

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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