DRFIRST CASE STUDY

Medium Enterprise Healthcare Company

Introduction

This case study of a medium enterprise 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:

- Facilitate secure communication
- Accelerate clinical workflows
- Add or improve telehealth capabilities

Use Case

Inside the organization, Backline:

- Provides notifications of patient admissions
- Aids care coordination among staff and internal departments
- Ensures secure sharing of PHI (documents, files, images, etc.)

Key features:

- HIPAA-compliant text chat

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:
Medium Enterprise

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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