

Queen Anne's County Departments of Health and Emergency Services

Introduction

This case study of Queen Anne's County Government is based on a July 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service.

Challenges

This organization evaluated and ultimately selected Backline to:

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

Use Case

Inside the organization, Backline:

- Manages care coordination among staff and internal departments
- Provides secure sharing of PHI (documents, files, images, etc.)

Outside the organization, Backline supports:

- Telehealth visits and/or consultations with patients
- Emergency Medical Services Special Operations
- Mobile Integrated Community Health

Key Features:

- HIPAA-compliant text chat
- Telehealth or video conferencing
- Drivers license scanning for medication history

Results

This organization uses Backline to coordinate care with the following:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)

Organization Profile

Organization:
Queen Anne's County Government

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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