

Star Valley Health

Introduction

This case study of Star Valley Health is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



“Great functionality and excellent support.”

Challenges

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

- To communicate more securely
- To accelerate clinical workflows

Use Case

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

- How they are using Backline:
 - To communicate with pharmacies
 - To communicate with patients and family members securely
 - For telehealth visits to limit staff and patient exposure to infectious disease
 - To manage care coordination between internal departments
 - To manage care coordination with external hospitals, facilities, and care providers
- How they used Backline during the COVID-19 Pandemic:
 - Limit staff and patient exposure by utilizing Telehealth capabilities
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
 - Telehealth or video conferencing
 - Automated clinical notifications
 - Patient-centered chat
- Use Backline to coordinate care with the following:
 - Departments within their organization (nurses, doctors, EMS, ED, etc.)
 - Patients and families
 - Primary care physicians
 - Long-term care facilities

Results

The surveyed company 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: very satisfied
 - File sharing: very satisfied
 - Automated clinical notifications: very satisfied

Company Profile

Company:
Star Valley Health

Company Size:
Medium Enterprise

Industry:
Healthcare

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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