

# Small Business Government Company

## Introduction

This case study of a small business government 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:

- Improve patient engagement
- Streamline post-care outreach and education
- Add or improve telehealth capabilities

## Use Case

Inside the organization, Backline:

- Facilitates communication
- Enhances care coordination among teams and departments.

Outside the organization, Backline supports:

- Telehealth visits and virtual consultations with patients
- Secure communications with caregivers and families
- Coordination of care with external providers

Key Features:

- HIPAA-compliant text chat
- Telehealth or video calls
- Audio calls
- Patient-centered chat
- Electronic forms and e-signature

## Results

This organization uses Backline to coordinate care with the following:

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

### 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:  
**Small Business**

Industry:  
**Government**

### About DrFirst

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