

State & Local Government

Introduction

This case study of a state & local government is based on a July 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“We’ve added Backline to our Youth/Juvenile Detention center.”

“A large portion of our outpatient population is indigent. Backline has been paramount in helping those patients stay on a treatment plan and maintain visits with their providers using Telehealth resources. Without the use of Backline, many patients wouldn’t be able to attend appointments due to not having transportation.”

Challenges

Key drivers for implementing Backline at their organization:

- To communicate more securely
- To improve patient engagement
- To add or improve telehealth capabilities

Use Case

Backline features they are currently utilizing:

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

Results

Use Backline to coordinate care with the following:

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

How they use Backline to communicate inside their organization:

- Manage care coordination among staff and internal departments
- Secure sharing of PHI (documents, files, images, etc.)
- Real-time treatment consultations

How they use Backline to communicate outside their organization:

- For telehealth visits and/or consultations with patients

Organization Profile

The organization 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.

Organization Size:
State & Local

Industry:
Government

About DrFirst

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