

# Duncan Regional Hospital

## Introduction

This case study of Duncan Regional Hospital is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.



“We have expanded our use to include ALL providers in our area that send or receive patient referrals, information, etc. to help monitor and navigate the COVID pandemic.”

Roger Neal, COO, Duncan Regional Hospital

## Challenges

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

- To communicate more securely
- To accelerate clinical workflows
- To improve patient engagement

## Use Case

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

- To communicate with patients and family members securely
- To manage care coordination with external hospitals, facilities, and care providers
- How they used Backline during the COVID-19 Pandemic:
  - Manage and optimize ED throughput
  - Improve care coordination between units
  - Manage change and communicate to staff
  - Improve communications with EMS transporting patients to ER – etc
- Backline features they are currently utilizing:
  - HIPAA-compliant text chat
  - Audio calls
- Use Backline to coordinate care with the following:
  - Departments within their organization (nurses, doctors, EMS, ED, etc.)
  - Primary care physicians

## 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
  - Audio calls: satisfied
  - Patient-centered chat: very satisfied
  - File sharing: extremely satisfied

### Company Profile

Company:  
**Duncan Regional Hospital**

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 Chat<sup>SM</sup> 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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