BACKLINE CASE STUDY

Ringgold County Hospital

Introduction

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

"Great product, efficient workflows, and DrFirst's support team is always helpful. It's a very affordable solution."

"The implementation of Backline was successful and it has launched since then with managers looking to Backline to solve workflow/communication issues. It has been wonderful to see the concepts that have been brought forward and implemented. I had 2 new workflows this week!"

"One of the best things about using Backline has been a reduction in overhead paging to lessen the anxiety of patients and quietness of the 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 add or improve telehealth capabilities

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
    - 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
    - Telehealth, e-visits & Public health reporting
- Backline features they are currently utilizing:
    - HIPAA-compliant text chat
    - Telehealth or video conferencing
    - Automated clinical notifications
    - Patient-centered chat
    - Drivers license scanning for medication history
- Use Backline to coordinate care with the following:
    - Departments within their organization (nurses, doctors, EMS, ED, etc.)
    - Other hospitals
    - Primary care physicians
    - Skilled nursing facilities
    - Long-term care facilities
    - Homecare and hospice workers
    - Public health

Results

The surveyed company achieved the following results with Backline:

- Level of satisfaction with the following Backline features:
    - HIPAA-compliant text chat: very satisfied
    - Video calls: very satisfied
    - Patient-centered chat: very satisfied
    - File sharing: satisfied
    - Drivers license scanning for medication history: very satisfied
    - Automated clinical notifications: very satisfied

Company Profile

Company:
Ringgold County 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℠ 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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