BACKLINE CASE STUDY

One Community Hospice & Palliative Care

Introduction

This case study of One Community Hospice & Palliative Care is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.

> " "We've expanded our use of Backline from secure texting to telehealth video calls and masked caller id for when providers need to call patients from their personal device."

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:

- For telehealth visits to limit staff and patient exposure to infectious disease
- To manage care coordination between internal departments
- How they used Backline during the COVID-19 Pandemic:
    - Limit staff and patient exposure by utilizing Telehealth capabilities
    - Manage change and communicate to staff
- Backline features they are currently utilizing:
    - HIPAA-compliant text chat
    - Telehealth or video conferencing
    - Audio calls
    - Automated clinical notifications
    - Patient-centered chat
- Use Backline to coordinate care with the following:
    - Departments within their organization (nurses, doctors, EMS, ED, etc.)
    - Homecare and hospice workers

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: very satisfied
    - Audio calls: very satisfied
    - Patient-centered chat: extremely satisfied
    - File sharing: very satisfied
    - Masked caller ID: very satisfied
    - Automated clinical notifications: extremely satisfied
- When asked if Backline ever helped to save a patient's life at their organization, they said yes.

Company Profile

Company:
One Community Hospice & Palliative Care

Company Size:
Small Business

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:

 DrFirst

Source: Michael Stoker, Practice Administrator, One Community Hospice & Palliative Care