

Medium Enterprise Healthcare Company

Introduction

This case study of a medium enterprise healthcare 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.



“It is our first line of communication for priority messages.”

Challenges

This organization evaluated and ultimately selected Backline:

- To communicate more securely
- To accelerate clinical workflows
- To improve patient engagement
- To streamline post-care outreach and education
- To add or improve telehealth capabilities
- To address clinical burnout associated with care coordination

Use Case

Inside the organization, Backline:

- Provides notifications of patient admissions
- Supports care coordination among staff and internal departments
- Facilitates secure sharing of PHI (documents, files, images, etc.)
- Delivers real-time treatment consultations

Outside the organization, Backline supports:

- Telehealth visits and/or consultations with patients
- Secure communications with caregivers and families
- Referrals from external providers
- Coordination of care with external providers

Key features:

- HIPAA-compliant text chat
- Patient-centered chat

Results

This organization uses Backline to coordinate care with:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)
- Homecare and hospice workers

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:
Medium Enterprise

Industry:
Healthcare

About DrFirst

DrFirst’s mission is to unite the Healthiverse with revolutionary products and services that close the gaps between information and people so that all sectors in healthcare can create better outcomes together.

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