HospiScript

DrFirst
Unite the Healthiverse™

Introduction

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

> " "Backline is a very easy system to work with. It gets a lot of things done and it reduces e-mail traffic."

Challenges

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

- 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 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 change and communicate to staff
- Backline features they are currently utilizing:
  - HIPAA-compliant text chat
- Use Backline to coordinate care with the following:
  - Departments within their organization (nurses, doctors, EMS, ED, etc.)
  - Primary care physicians
  - Skilled nursing facilities
  - Long-term care facilities
  - 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
  - File sharing: extremely 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:
HospiScript

Company Size:
Large Enterprise

Industry:
Pharmaceuticals

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: Dwayne Smith, Office Manager, HospiScript

Research by **TechValidate**
by SurveyMonkey