

East Tennessee Children's Hospital

Introduction

This case study of East Tennessee Children's Hospital is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.

“We use BAckline fpr communication from our Covid Alternate Care Site Tent to our Emergency Department and Emergency Department Registration. The camera on a clinician's phone is used to take pictures of MD orders for Covid testing securely and sent to the department to be scanned into the medical record. We also utilize Backline for driver's license scanning for a quick view into a patient's medication history.”

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:

- How they are using Backline:
 - To manage care coordination between internal departments
- 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
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
 - 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.)

Results

The surveyed company achieved the following results with Backline:

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

Company Profile

Company:
East Tennessee Children's Hospital

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 ChatSM 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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