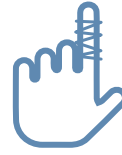# tigertext
Work Securely

Limestone Medical Center Stays HIPAA-Compliant and Cuts Wound Care Diagnosis Time in Half with TigerText

Guarantees HIPAA Compliance

Secure Priority Channel for Staff

Cut Wound Care Diagnosis Time in Half

Saves Staff More than an Hour per Day

Organization Information

- Founded in 1973
- 20-bed facility
- Serves a five-county area in East Central Texas
- Received the Commitment to Quality and Excellence Award from TMF® Health Quality Institute, the Medicare Quality Improvement Organization for Texas.
- LMC CEO, Larry Price, was recently named one of the "Top 50 Rural Hospital CEOs to Know" by Becker's Hospital Review

About the Organization

Limestone Medical Center (LMC) in Groesbeck, Texas is a 20-bed critical access hospital with a 5-bed emergency room. Accredited as a Level IV Trauma Center by the Department of State Health Services, they offer a wide range of comprehensive services from pediatrics and radiology to men and women's health, immunizations, vaccines, screenings and more. LMC serves the citizens of Limestone County, Freestone County, Hill County, Leon County, Robertson County, and Navarro County and several other surrounding communities.

Communications Challenges

Since its beginning in 1973, LMC has been committed to providing the highest level of service and care to its patients in Limestone County and the surrounding communities. With 200 employees, LMC needed a way to communicate patient health and other sensitive information securely and in a HIPAA-compliant manner. They relied heavily on email and phone calls to relay information to multiple departments — patient services, nurses, lab managers, clinic doctors and more — within the facility, but with so many departments, staff found it difficult to reach one another. They required a solution that would enable them to:

Comply with HIPAA
A mostly BYOD (bring your own device) environment, LMC needed to ensure staff would not transmit sensitive information in an unsecure manner.

Quickly Exchange Sensitive Patient PHI
Staff wanted to be able to take advantage of the speed of texting PHI without violating HIPAA regulations or patient privacy.

Connect with Remote + In-the-Field Staff
LMC needed a communication tool that would enable them to quickly chat patient care needs and other approvals with offsite or in-the-field team members.

Keep Their Priority Communication Channel
Staff wanted a communication tool that was as simple and easy to use as basic SMS texting.

Call to Action

TigerText addressed LMC's needs by alleviating unnecessary phone calls, pages and emails between staff members and providing a fast, reliable and timely solution. Secure messaging has allowed their care teams to simply text one another for on-the-go diagnosis, Rx orders, critical lab values, physician approvals and more.

> *A big push came from our providers wanting to use their smartphones to communicate with colleagues. TigerText has given us the ability to address this demand while also meeting security and compliance requirements. Our staff has been impressed with the functionality and convenience of TigerText as it has significantly improved our day-to-day communications and increased overall efficiency in the care coordination process.*
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> *— B.C. Lee, Director of IT, Limestone Medical Center*

Results

After implementing TigerText, LMC's daily communication improved significantly as it enables staff to use their priority communication channel — texting — in a safe, encrypted and HIPAA-compliant manner. Since deployment, LMC has seen the following results:

Guaranteed HIPAA Compliance
Using TigerText's guaranteed HIPAA-compliant solution, LMC's text messages, including any sensitive patient information, stays safe and secure.

Secure Priority Channel for Staff
LMC uses TigerText as a priority communication channel for sending sensitive information including patient information, critical lab values, logins and passwords, license keys and more, helping them to communicate more efficiently.

Expedited Wound Care Diagnosis
With TigerText's image sending and file attachment capabilities, LMC can now perform consults and diagnoses remotely or on-the-go via their mobile devices, cutting diagnosis time in half.

Saved Staff More Than One Hour Per Day
With message delivery and read receipts, staff spends less time checking emails, making calls and playing phone tag, ultimately giving them more time in their day to spend with patients.

Conclusion

LMC sought a solution that would not only enable them to send sensitive information in a HIPAA compliant manner, but help them communicate and coordinate care in a more efficient manner. With the ability to now send messages, photos, patient information and more via secure text, LMC saves time and is able to get answers to patients even faster. By helping speed up daily internal communication, LMC can stay true to its mission of providing optimum health services and care to its patients.

About TigerText

As healthcare's largest provider of clinical communication solutions, TigerText helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerText continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions. The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.