TigerConnect

SMB Starter Kit
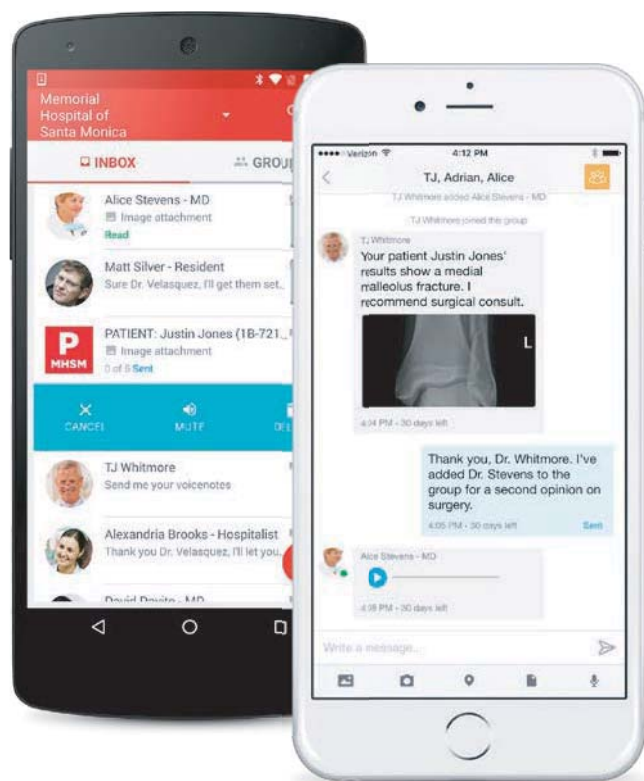
Datasheets

Protect Patient Information, Improve Workflows, and Comply with Industry Regulations

TigerText Essentials is an easy-to-use messaging app for smartphones or workstations that helps organizations improve care team communications and collaboration while achieving HIPAA-compliance.

Secure, Accelerated Workflows for Care Teams

The best work happens when teams are aligned. TigerConnect ensures that the right information is instantly accessible at the point of care and helps care teams communicate in real-time, on any device, through a suite of messaging features tailor-made for healthcare productivity.

"The average physician wastes 45 minutes per day as a result of inefficient communication systems, costing the average hospital nearly $1 million annually."

Source: Ponemon Institute Study

Benefits

- **Achieve HIPAA Compliance**
  TigerConnect's secure, encrypted, HITRUST-certified application protects patient information and meets HIPAA guidelines, even guaranteeing your organization against fines.

- **Replace Outdated Technologies**
  Save time and improve communication efficiency by alleviating phone tag, unanswered pages, and disruption to patients and care team members.

- **Manage Users and Enforce Policies**
  Maintain full control with the administrative console for managing users and devices while setting and enforcing security policies.

- **Optimize Workflows**
  Enable staff to quickly communicate and coordinate with other departments for consults, transfers, medication reconciliation, and more.

- **Integrate with Existing Applications**
  Save time and reduce steps by integrating TigerText Essentials with paging systems, answering services, and LDAP/Active Directory.

TigerText Essentials Feature Set

Purpose-Built Features for Maximum Workflow Efficiency

TigerText Essentials gives you a wide range of secure messaging features to improve collaboration with co-workers and get more done in less time.

Secure Messaging	Keep messages private with a fully encrypted, end-to-end, secure texting solution.
Priority Messaging	Send high priority messages that stay at the top of the recipient's inbox and specify a unique alert for instant differentiation.
Auto Forward	Have messages automatically forwarded to another colleague when in Do Not Disturb Mode.
Forums	Have open and ongoing forum discussions with colleagues on specific topics. Join or leave a forum anytime.
Delivery Confirmation	Know instantly when messages have been sent, delivered, and read.
Message Lifespan	Set message lifespan to dictate when messages will be automatically deleted.
Message Recall	Recall a message and attachments before or after it has been read.
Group Messaging	Create groups to improve collaboration and see who has read your message and when.
Secure Attachments	Securely attach photos, voice notes, PDFs, and other files right from apps like Box, Google Drive, and more.

Add-On Integrations & Services

- Answering Services
- Paging System Alerts
- Scheduling Integration with Amion
- Authentication (SAML)
- LDAP / Active Directory Sync

- External Messaging
- Project Management Services
- Implementation Specialist
- Custom Training Programs
- Onsite Technical Support

About TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. Trusted by more than 4,000 healthcare organizations, TigerConnect maintains 99.99% uptime and processes over 10 million messages each day.

Advanced Packages

For organizations looking to optimize workflows, maximize healthcare ROI, and improve patient and provider satisfaction, contact us to learn more about **TigerFlow**, our most advanced, integrated offering.

TigerConnect
Fast Deploy

A quick and simple way to onboard users who have not downloaded the TigerConnect app.
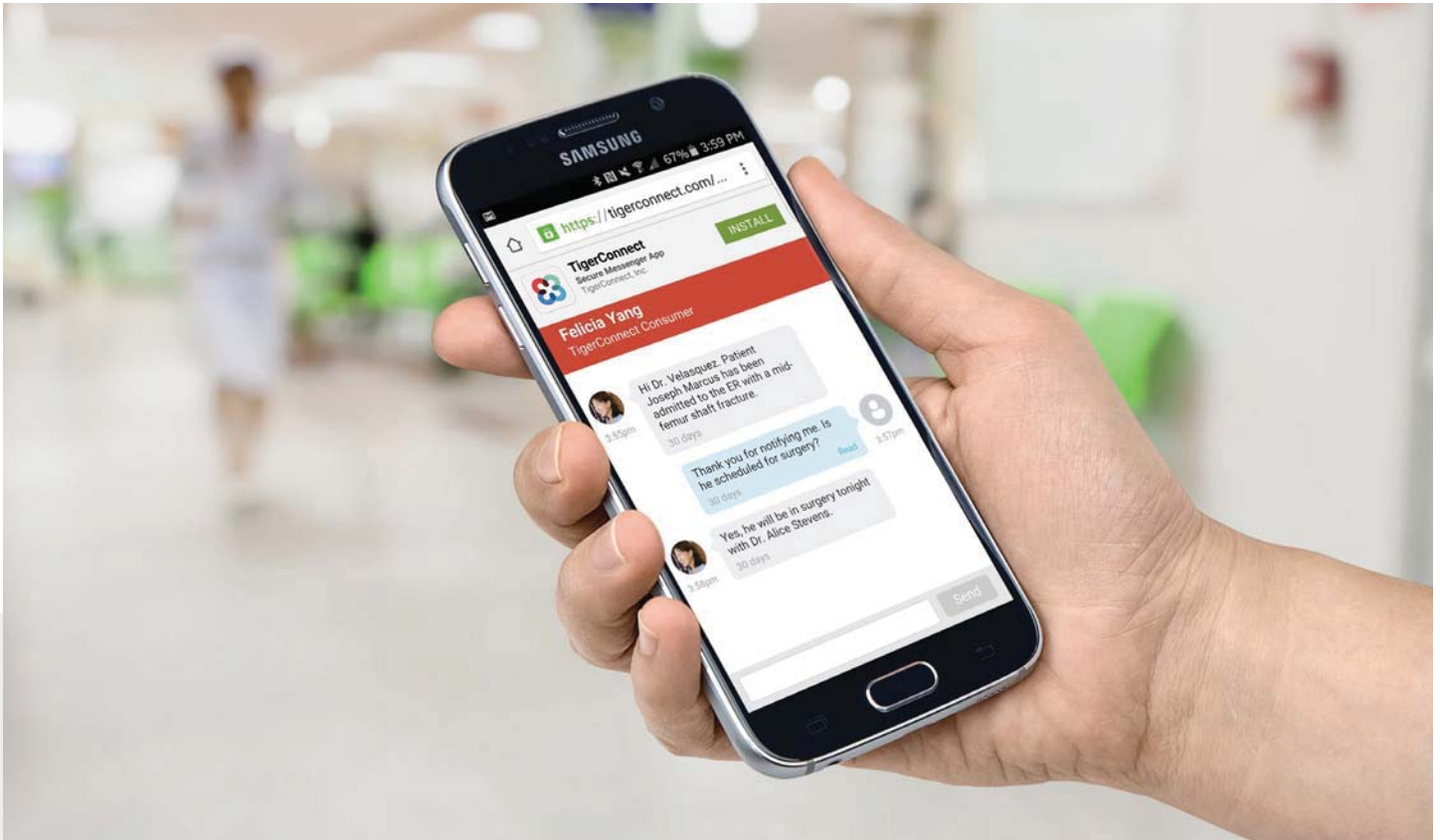
Features

- Messages are sent through SMS and email
- Ability to receive messages even when logged-out
- Time-controlled messages
- Each message can be viewed and replied to once
- Unsunscribe with "Stop" via SMS and email.

Benefits

- No longer need to ask permission to deploy
- No longer need users to install app to start using TigerConnect
- First message received is a real message

Costs

- $0 to current paying customers

TigerConnect
Delivery Escalation

Ensure every message gets delivered and overcome connectivity challenges.

Effective hospital communication can only happen when every message is delivered every time, but connectivity issues inside buildings can hamper mobile communication by your care team. With TigerConnects's Delivery Escalation, messages continue to get delivered so patient care isn't negatively impacted.

Message alerting through SMS

Faster communication & workflow

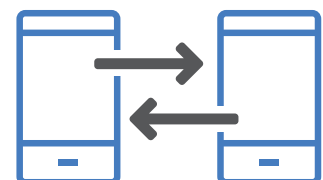**Enhanced reliability & accountability**
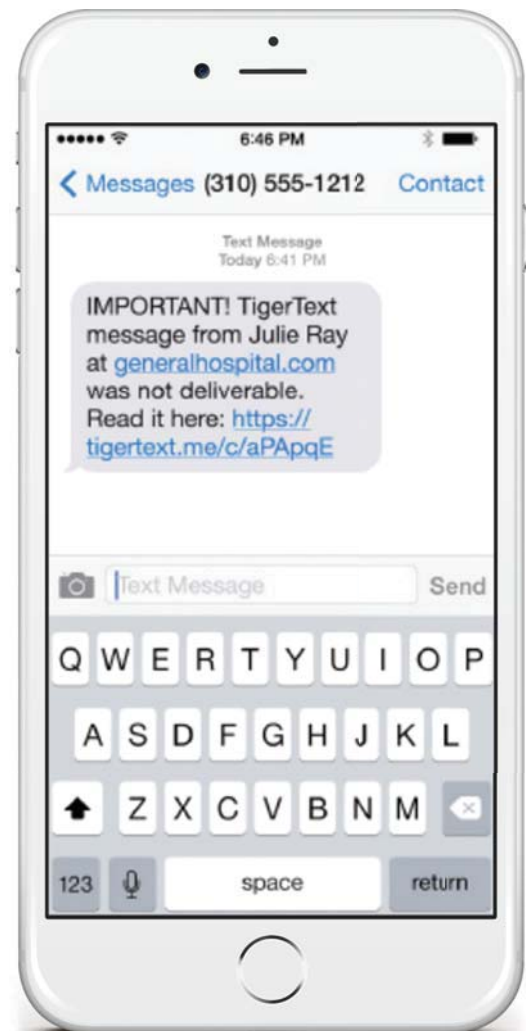
How It Works

Sender's message remains undelivered after five minutes, automatically triggering an SMS.

SMS alert is sent to the recipient's device with a secure web link to the message.

Recipient opens the link and is able to respond securely to the message.

Message Archiving

TigerConnect offers the option to add message archiving to your secure messaging solution. Through a partnership with Sonian, TigerConnect provides archiving services with:

- Unlimited Storage
- Robust Functionality
- Ease of use
- HIPAA Compliant
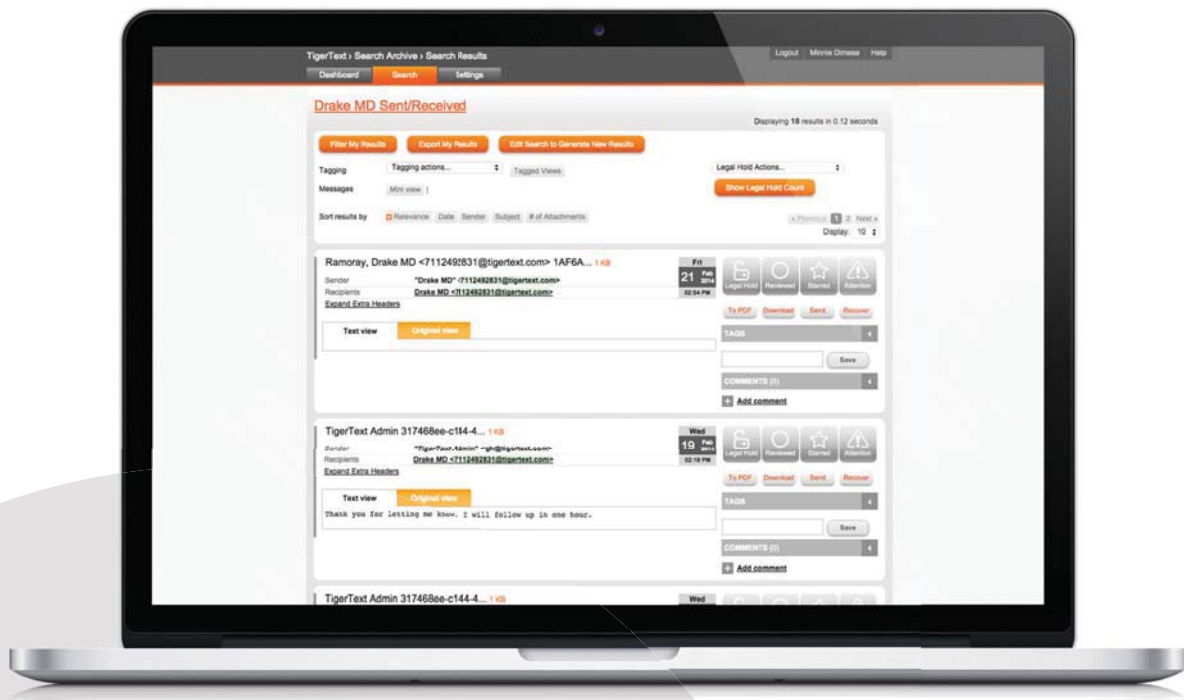
Key Benefits:

- Every message is stored, searchable, accessible & secure forever
- No hardware, software, maintenance or installation required
- Unlimited storage of electronic messaging

- A true business grade compliance solution to your message archival requirements
- Allows organizations to focus on their core business and not be distracted with infrastructure hassles

Key Features:

- Global Administrator provides extensive search options of all messages over any period
- Archives both internal and external messages securely (AES military strength encryption) to 8 redundant data centers

- Messages are accessible as online view, PDF, message download, or PST download
- Designed for compliance archiving and eDiscovery (FINRA, FERPA, FRCP, SOX, SEC & HIPAA)

TigerText Message Archiving
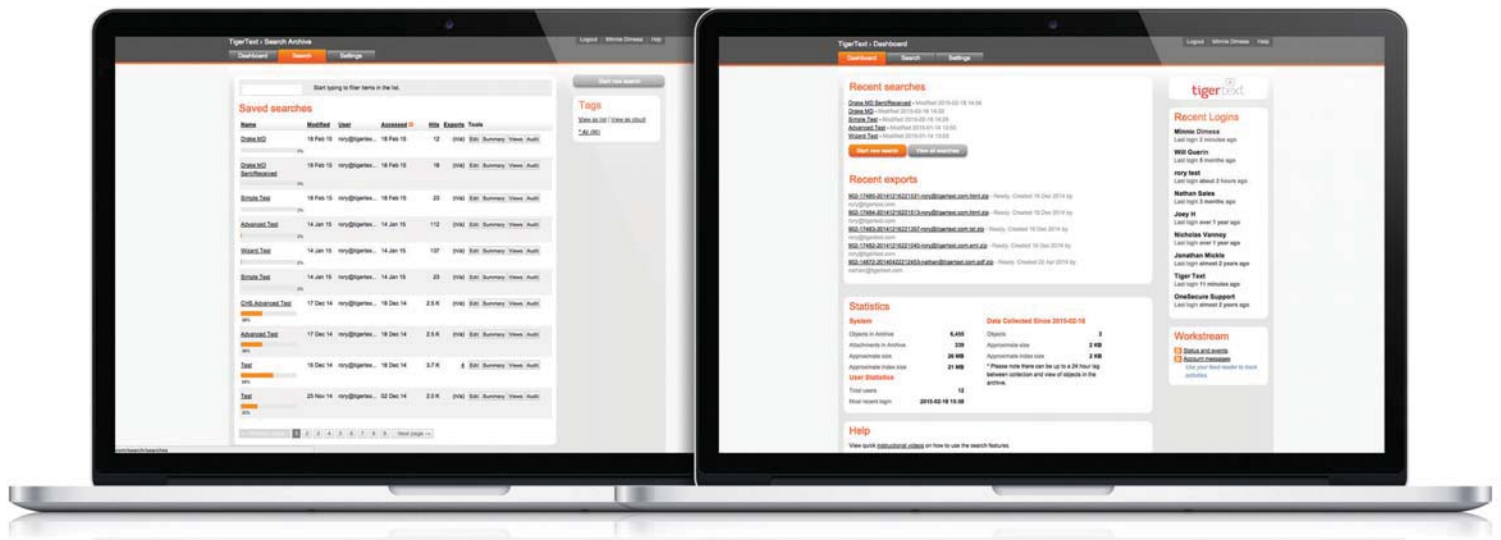
Unlimited Storage

Storage capacity automatically increases on a per customer basis, at no additional cost. Regardless of how many messages you add, you will never run out of storage, or be charged additional fees.

Robust

Litigation requests often stipulate a fixed time to gather and present information. TigerText Message Archiving harnesses the on-demand CPU power of the cloud, leveraging geographically dispersed data centers to power archival functions for data ingestion, indexing, search, eDiscovery and export. The TigerText system uses map-reduce style, parallel processing to search very large data sets in sub-second response times. This type of processing is only possible with cloud-compute CPU, which can scale up in real-time so that every search experience is quick and timely, without the hassle of waiting for your jobs to complete.

Ease of Use

With no hardware to buy or software to install, you can be up and running within hours. The simple and intuitive web-based interface allows for easy archive set up and our support team provides training for you and your staff. Rapid search and retrieval is possible by individuals in a personal archive, or across the whole archive by authorized users.

Security and privacy

Our data storage meets rigorous PCI DSS standards (Payment Card Industry Data Security Standard) and the guidelines set forth by the Cloud Security Alliance. All data is secured via industry standard encryption (Defense Department AES and SSL), with no shared encryption keys across customers. There is never any co-mingling of archived data between customers. At the application layer, TigerText uses Secure Socket Layers (SSL) to encrypt all communication between the web browser and the data center, and a processing pipeline that ensures performance and data privacy between customer accounts.

Introducing TigerPage

Receive pages within your TigerConnect application
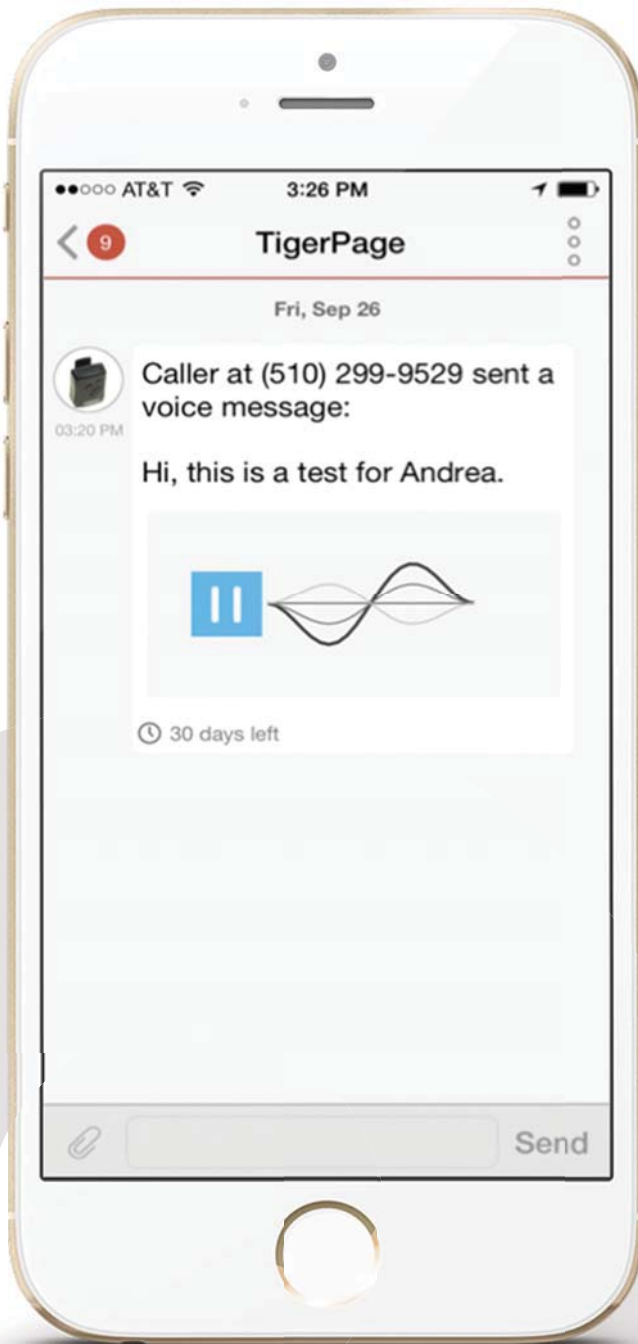
Share your TigerConnect pager number with hospital operators, answering services, nurse & hospital staff, lab technicians and anyone who needs to reach you.

Features:

(#) Unique pager number associated with your TigerConnect account

1-tap functionality for immediate callback

Accept numeric pages

Archiving capabilities (optional)

TigerConnect Protects You Up To **One Million Dollars**

$1,000,000

GUARANTEE

Only TigerConnect Offers:

- Guaranteed protection from HIPAA violations arising from the use of our service

- TigerConnect will pay your fines up to **one million dollars** (USD)

- Zero violations to date – learn more

Case Studies & Testimonials

Client Testimonials

Concordia Lutheran Ministries

"Thanks to TigerConnect, our staff communication has not only improved, but we've accelerated several of our internal processes including the submittal of time-sheets, which frees up more of our clinicians' time to spend with patients.

Ben Oesterling, IT Technician
Concordia Lutheran Ministries

LMC Limestone Medical Center

"TigerConnect is the only solution for our Hospital's texting needs! Encryption, HIPAA compliance, ease of use — it simply works great and keeps us in compliance.

B.C. Lee, Director of IT
Limestone Medical Center

Mt. Hood Hospice

"What is so nice is that you can take a picture and send it immediately. If we're doing wound care or we're concerned about a new bruise, we can send a picture and get a quick response.

Lee Ann Church, Executive Director
Mt. Hood Hospice

OPTIMAL HEALTH SERVICES

"As a nursing organization everything we do is guided by a physician order, thus it is essential that we have an easy and streamlined way for our nurses to communicate with our medical directors.

Sarah Shelbourne, CFO
Optimal Health Services

HOUSTON FERTILITY INSTITUTE

"TigerConnect is a lifesaver, we were able to simplify communications without losing any data. It helped optimize our follow-up process, relying on TigerConnect for all responses.

Dr. Gill, Medical Director
Houston Fertility Institute

CARVAJAL PHARMACY *Caring is our business*

"TigerConnect is immensely valuable to me as it saves me a significant amount of time. It cuts out a lot of unnecessary phone calls, and that allows me to focus more time on my patients and the care they need.

Dr. Reuben Tenroio
Hospice Physicians

Client Testimonials

wellcon
RESPONSIBLE CORRECTIONAL HEALTHCARE

"
With TigerConnect our nurses cumulatively save 8-12 hours per day, allowing us to see 15 more patients per shift.

Riley Petersen, R.N., Nurse Supervisor
Wellcon
"

EL RIO
COMMUNITY HEALTH CENTER

"
Immediate delivery means immediate action, yet missed pages left 5% of patient concerns unattended. TigerConnect eliminated lost message errors which translated to increased patient satisfaction.

Robert T., Chief Information Officer
El Rio Community Health Center
"

ROOKS COUNTY
RCH
HEALTH CENTER

"
It is wonderful to have a secure way to communicate sensitive patient information in such a timely fashion.

Dan Sanchez, M.D.
Rooks County Health Center (RCH)
"

Amazing Grace HOSPICE

"
Our staff loves it – it's easy to use and we have rapid response from MDs which only improves patient care and satisfaction.

Angela Munson, R.N. Administrator
Amazing Grace Hospice
"

tigerconnect

Used in over 5,000 facilities, TigerConnect has established itself as the leader in secure messaging for healthcare. From large hospital networks to small private practices, healthcare organizations use TigerConnect as their preferred method of secure communication to comply with HIPAA, HITECH and other industry standards.

To see more customer testimonials please visit www.tigerconnect.com/customers

Case Study:
Concordia Lutheran Ministeries

Concordia Lutheran Ministries Makes Staff More Efficient, Saves Time and Improves Order Process with TigerConnect

SCHEDULER RELAY TIME CUT BY 50%

$15,000 SAVED ON STAFF

4 HOURS GAINED PER SCHEDULER PER WEEK

ABOUT THE ORGANIZATION

Founded more than 130 years ago, Concordia Lutheran Ministries is a faith-based, CARF-CCAC accredited Aging Services Network and recipient of the inaugural Pennsylvania Department of Aging Excellence in Quality Care Award. As one of the 50 largest non-profit senior care providers in the country, the organization serves over 20,000 people annually through home care and inpatient locations in western Pennsylvania and eastern Ohio. Concordia offers lifetime continuum of care that includes adult day services, home care, hospice, medical and rehabilitation services, memory care, personal care, respite care, retirement living, skilled nursing / short-term rehab, spiritual care and medical equipment.

ORGANIZATION FACTS

- One of the 50 largest non-profit senior care providers in the country.

- The organization has nearly 2,100 part-time and full-time staff, with 12 locations including 4 visiting offices.

- Concordia stands in the top 2% of the Pennsylvania Department of Health inspection results.

The Challenge

With several care and retirement living centers, Concordia Lutheran an Ministries needed a way to improve real-time communication among their care teams in their Home and Community Services line of businesses. Phone tag and miscommunications resulted in delayed patient care and employee frustration for both schedulers and nurses.

Because several of their nurses, therapists and caregivers work in the field and visit patients at home, staff needed a way to reach individuals, quickly and securely. They wanted an integrated communication platform that could connect their in-field staff clinicians, including their payroll, human resources, scheduling departments and more. Concordia wanted to ensure that their communications solution would be reliable and easy-to-use while also:

Centralizing Disparate Patient Information
Schedulers needed to be able to quickly and efficiently finalize schedules and communicate changes with staff members.

Connecting Facility Staff with In-Field Staff

With several staff members working in the field and onsite, Concordia sought a tool that would enable them to reach these individuals in a timely manner and know their messages were, in fact, received and read.

Complying with HIPAA

Staff needed a way to securely send PHI (Protected Health Information) via text without violating HIPAA regulations or patient privacy.

Streamlining Team Communication

Staff desired a tool that would be just as convenient and quick as standard texting, but without the security and safety risks.

> *Our nurses had been asking for a streamlined communications solution. After evaluating several vendors, we found TigerConnect to be the most intuitive and easy-to-use. It has all the features we need — group messaging, secure file sending, read receipts, distribution lists, and more. Thanks to TigerText, our staff communication has not only improved, but we've accelerated several of our internal processes including the submittal of timesheets, which frees up more of our clinicians' time to spend with patients.*

Ben Oesterling, IT Technician at Concordia Lutheran Ministries

Call to Action

Concordia needed a simple, secure, and reliable communication tool that could connect their entire care team (medical directors and physicians, nurses, therapists, offsite caregivers, administrative staff and more) with one another and eradicate communication delays. TigerConnect addressed their needs by providing a suite of products and services that optimized workflow communications for maximum success.

Results

After implementing TigerConnect, Concordia's daily communication improved significantly as it enabled staff to do away with legacy technology systems. Care teams are able to easily coordinate with one another around patient statuses and updates, helping to foster staff collaboration, while the ability to send file attachments securely helps speed HR and payroll processes. Since deployment, Concordia has seen the following results:

- **Richer and Faster Patient Information Exchange**
- **Improved Patient Care**
- **Increased Employee Satisfaction**
- **Saved Several Hours Per Day for Staff Members**
- **HIPAA Compliant Communication**

tigerconnect

Conclusion

Concordia sought a comprehensive communication solution that would enable them to increase productivity, improve patient satisfaction, and communicate efficiently across teams. TigerConnect addressed these concerns and also helped to speed up their everyday communication and internal processes. By connecting in-house staff with in-field staff, Concordia can relay information more quickly and conveniently, and receive more timely responses. Additionally, with staff using TigerConnect in their daily workflows, they now have more time to spend attending to patients.

About TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect 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, TigerConnect 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 customer success is reflected in its broad support organization that works directly with customers at every stage to streamline communication workflows and achieve the highest possible ROI.

Contact Us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, contact us.

Call
800.572.0470

Email
sales@TigerConnect.com

Follow Us
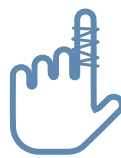
Case Study:
Limestone Medical Center

tigerconnect

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

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:

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

TigerConnect 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. TigerConnect 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 TigerConnect as it has significantly improved our day-to-day communications and increased overall efficiency in the care coordination process.*
>
> *— B.C. Lee, Director of IT, Limestone Medical Center*

Results

After implementing TigerConnect, 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 TigerConnect'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 TigerConnect 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 TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect 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, TigerConnect 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.

Case Study:
Mt. Hood Hospice

Case Study: Mt. Hood Hospice

"Because every day is a gift" is the slogan of Mt. Hood Hospice and a reality for the 25 employees and 50 volunteers who serve its patients throughout Oregon's Multnomah and Clackamas counties. An independent, not-for-profit, community- based organization, Mt. Hood has provided assistance and support to families coping with terminal illnesses for more than 30 years.

The Challenge

By its very nature, hospice work involves a broader range of specialties than most medical practices. In addition to RNs and a physician, Mt. Hood employs everything from social workers and housekeepers to chaplains and massage therapists—not to mention the many volunteers who donate their time and expertise to the cause.

All of Mt. Hood's 35-40 patients live in private homes and adult care facilities spread over a wide area. As nurses and others visit them, they often need to relay critical new developments in a patient's condition and receive instructions about care. In a HIPAA-compliant world, this was a challenge.

"We were using phones a lot," says Lee Ann Church, executive director of Mt. Hood Hospice, "and text too, but that runs into compliance issues. We'd often have to talk about that patient you saw this morning' rather than using a name, which would be much easier."

For medical director Dr. Glen Patrizio, the single physician in the practice, the problem was particularly acute. Since he has to be consulted on all medical decisions, he found himself spending far too much time on the phone.

"People always want to get a hold of me," he says. "Nurses often contact me and say that a patient is having trouble, or they ask if they can try something out, or if I approve of a change in dosing. I have to respond before they can take action."

Requirements

In early 2012, Church started looking for a secure texting solution on the Internet and soon found a number of possibilities. When evaluating, she matched their capabilities against the hospice's particular needs:

- Multi-media Messaging: Mt. Hood's staff wanted to be able to take pictures of a patient's condition and send them to Dr. Patrizio.

- HIPAA Compliant Features: The system had to provide the robust encryption and audit controls to qualify for HIPAA compliance.

- Multi-Platform Access: Mt. Hood needed a system that was available on all popular device types. In addition, the receptionist and Director of Nursing (DON) also needed to be able to access the system using desktop computers.

Implementing TigerConnect

After evaluating the options, Church settled on TigerConnect. The feature that made the biggest difference was its ability to send photos.

"What is so nice is that you can take a picture and send it immediately," says Church. So if we're doing wound care or we're concerned about a new bruise, we can take a picture, send it, and get a quick response."
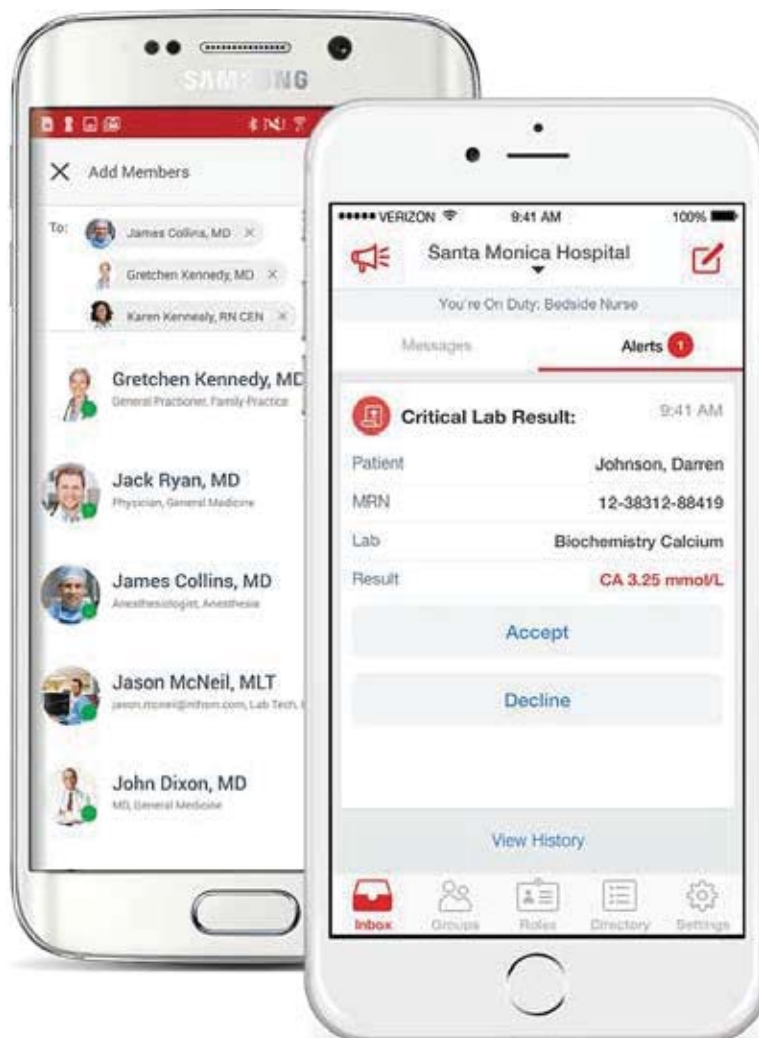
In implementing TigerConnect, Mt. Hood established a three-stage communication workflow: Phone calls were still used for emergency and very urgent requests. Texts covered all issues that needed to be dealt with that day, but not immediately. Secure email was reserved for things that could wait.

Benefits

Amara debuted the product in late 2012, concurrent with the system's positive clinical results being reported in an independent publication at the International Sepsis Forum in Paris. It is currently deployed at multiple hospitals in the United States.

• Efficient Communication: Questions and requests from the field are now quickly and efficiently handled.

• Optimized Patient Care: Nurses can easily send images of a patient's condition and receive instructions on care.

• Easy Integration: TigerConnect makes it easy to bring new employees on board with support for multiple device platforms, available for mobile devices and the web.

• Secured Data: Industry-leading encryption capabilities and limited message lifespans help the practice stay secure and compliant.

"To put it simply, TigerConnect makes life easier and improves care," says Patrizio, "Phone calls take a lot of energy. Now I can look at a question, think about it, and pop off a fast answer. At first, I was reluctant to deal with texting; now I can't live without it."

Conclusion

With TigerConnect, Mt. Hood Hospice has found it much easier to deal with the communications challenges faced by many hospices. Now staff members respond more quickly and continue to deliver on its promise: making each day a gift for its patients.

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For more information, follow TigerConnect on Twitter (@tigertext) and visit www.tigerconnect. com to learn how clients like RWJBarnabas, Geisinger, and LifePoint are using TigerText to solve healthcare's biggest communication challenges.

Where to learn more:

Website
www.tigerconnect.com

Sales & Product Demos
1-800-572-0470