

1

**PATIENT
ENTERS FACILITY**



2

**PATIENT CHECKS
IN WITH FRONT DESK**



Use cases

- 1. Patient admissions
- 2. HIPAA compliance
- 3. Send PHI safely and securely

3

FRONT DESK
alerts doctor via secure text patient has arrived.

Dr. Perry,
Justin Jones just came in to urgent care. He fell off his bike and may have broken his leg. I am almost finished checking him in. He'll be in room 4B.



Use cases

- 4. Confirmed message delivery
- 5. Staff accountability

YOU HAVE A
NEW **TIGERTEXT!**



4

MESSAGE **READ!**



5

6

**DOCTOR
TEXTS RADIOLOGY**



➔

Hi Nancy, I'm sending a patient down to radiology for an x-ray on his left ankle. I suspect a fracture.

Use cases

- 6. Secure image sending
- 7. Secure file attachments

7

**RADIOLOGY TAKES
X-RAY OF PATIENT**



➔

Hi Dr. Perry.
Justin Jones' (ID# 32214) x-ray shows a hairline fracture. See attached.



8

DOCTOR FORWARDS THE X-RAY
image to a colleague for another opinion;
Message reads:

Use case

- 8. Message and image forwarding



Hey Dr. Marter,
I need a second opinion. Can you take a look?

Use cases

- 9. Remote diagnosis
- 10. Real-time consultation

9-10

DR. MARTER
responds:

Dr. Marter responds:
Hi Dr. Perry, definitely a break. I'd recommend a soft cast and painkillers.



Use case

- 11. Message and image forwarding

11

DR. MARTER SENDS A PRESCRIPTION
order via secure text to the pharmacy;
Message reads:



I need to put in an order for Justin Jones (ID #32214). He fractured his ankle and will need 400mg of Ibuprofen, three times a day for one week.

Use case

- 12. Patient discharges

12

DOCTOR ALERTS FRONT DESK
via secure text the patient is ready to be discharged.



Hi Cheryl,
Justin Jones is free to go home.

SECURE TEXTING BENEFITS



Nurses save **3-4 HOURS** per day with secure texting



Physicians can see up to **15 MORE PATIENTS** per shift utilizing secure texting for patient admissions, discharge, consults and approvals



80% REDUCTION in emails and phone tag



Cuts prescription refill time **IN HALF**

95% of patient concerns can be answered in **60 seconds** or less



Hospitals see a **50% DECREASE** in patient wait times



Reduces overhead paging which in turn, leads to **higher patient satisfaction** and **higher HCAHPS scores**