Buyer Comparison Checklist
TigerConnect Patient Engagement

The Evolving Role of Patient Engagement

While healthcare was already experiencing a steady growth in the adoption of Patient Engagement solutions, the Covid-19 pandemic launched these tools into the forefront. An immediate need to reach patients remotely and stay engaged at key touchpoints became a necessity for organizations to provide effective care. These tools have since evolved, tying into internal collaboration solutions and integrating directly with EHRs to centralize all communication and access to patient data.

The core of any patient engagement solution is the outreach capabilities that connect providers, staff and patients across the care journey. Being able to communicate pre-, during, and post-visit keeps patients aligned with their care teams and ensure care plan adherence. The introduction of message automation, including appointment reminders, reduces repetition for staff, saving significant time.

Buyer Considerations

This feature list was created to help Healthcare technology buyers make smarter buying decisions by understanding the necessary elements when evaluating different vendor solutions. Solutions specifically designed for patient engagement are still new in the industry, each offering unique capabilities. To optimize your ROI, it's important to select a patient engagement solution that's best suited for your workflows, which will drive the biggest impact.

At a high level, buyers should prioritize the following requirements:

- **Ability to securely message with patients and family members pre-, during and post-visit:** Effective communication across the care journey keeps providers and patients aligned, driving better outcomes. Engagement at key stages puts care top of mind for patients, leading to reduced missed appointments and increased care plan adherence. Keeping family in the loop allows for peace of mind and also helps with coordinating transportation at discharge.

- **Easy for patients to access - no apps to download or passwords:** One of the biggest issues with patient portals is the need to download an app or input a password to login. These barriers prevent adoption and reduce the chances a patient will stay engaged with their care plan. An SMS-delivered link to a browser keeps conversations secure and improves adoption.

- **Ability to send automated appointment reminders:** Often patients miss their appointments simply because they forget they had one scheduled. Automating reminders reduces manual follow-up work for staff and ensures patients will arrive for their scheduled visit.

- **Allow for patient-initiated outreach:** Patients have a need to proactively reach out for a variety of reasons including general inquiries, scheduling an appointment, or with billing questions. Providing a secure messaging channel for patient-initiated outreach reduces the time staff spend fielding phone calls.

- **Enable remote patient check-ins:** An important capability stemming from the Covid-19 pandemic is the ability to check patients in for their appointment while they wait in the comfort of their vehicle. Keeping patients out of the waiting room prevents congestion and reduces the spread of illnesses.

- **EHR-integrated:** Maintaining up-to-date patient information that's accessible from a single endpoint is critical for any patient engagement solution. The ability to integrate with any EHR and automatically pull in patient & broadcast lists and appointment data enhances the solutions capabilities allowing for quick, automated outreach.

Buyer's Checklist

Please reach out to TigerConnect to unlock the vendor names.*

*Capabilities attributed to competing vendors are based on publicly available information and from independent market research done by TigerConnect and are not guaranteed to be conclusive or complete.

Collaboration Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Secure Patient & Family Conversations	☐	✔	✔	✔
No App Required for Patients	☐	✔		✔
Patient and Provider Inboxes	☐	✔		✔
EHR-Integrated	☐	✔	✔	✔
Video & Voice Calling	☐		✔	✔
Welcome Lobby	☐			✔
Customizable Patient Details	☐	✔	✔	✔
Fast Patient Lookups	☐	✔	✔	✔
Batch Upload Patient Lists	☐	✔		✔

Basic Messaging Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Group Conversations	☐	✔		✔
Multimedia Attachments (Images, Videos, Voice Notes, Files, etc.)	☐	✔	✔	✔
Delivery Confirmation	☐	✔	✔	✔
Broadcast & Scheduled Messaging	☐	✔	✔	✔
Automated Messaging	☐	✔	✔	✔
Message Templates	☐	✔		✔
Archived Conversations	☐			✔

Pre-visit Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Broadcast Messaging (Office Closures, Seasonal Announcements, etc.)	☐	✔	✔	✔
Patient-Initiated Outreach (General Inquiries, Appt. Scheduling, etc.)	☐	✔		✔
Automated Appointment Reminders	☐	✔	✔	✔
Attach Pre-visit Instructions	☐	✔	✔	✔
Remote Check-Ins for Patients	☐	✔		✔
Preliminary Intake	☐	✔	✔	✔
Form Collection	☐	✔		✔

During Visit Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Welcome Lobby to Triage Patient Encounters	☐			✔
Automated Appointment Reminders	☐	✔	✔	✔
Provider Notification of Ready Patients	☐		✔	✔
Manage Virtual Appointments	☐		✔	✔
Virtual Visits	☐		✔	✔
Family/Caregiver Communication (Status Updates, Discharge Notifications, etc.)	☐	✔		✔

Post-visit Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Post-visit Communication (Follow ups, care plan adherence)	☐	✔	✔	✔
Automated Care-gap Reminders	☐	✔	✔	✔
Share Care Plan/Educational Materials	☐	✔	✔	✔
Patient-Initiated Outreach (Billing Inquiries, Prescription Refill Requests, etc.)	☐	✔	✔	✔
Drive Portal Enrollment	☐	✔		✔

Admin Capabilities

	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	TigerConnect
Configurable Staff Access	☐	✔	✔	✔
Multiple Welcome Lobbies by Facility	☐			✔
Customizable Automated-Message Workflows	☐	✔	✔	✔
White Labeling	☐	✔	✔	✔
Drive Portal Enrollment	☐	✔	✔	✔

Take the Next Step

By now you should have a good idea of the value that a patient engagement solution can bring, why your organization needs it, and how it can help transform your organization.

You know what to look for – and what to look out for – but you might still have questions or want to learn more. There's an easy answer. Email us at info@tigerconnect or call 1-800-572-0470 to get a full demo of the product or simply speak with a friendly expert. Or, check out one of the other comparison guides below to enhance your purchase:

Other Comparison Guides

TigerConnect Clinical Collaboration Platform

TigerConnect Alarm Management & Event Notification

TigerConnect Physician Scheduling (Hospitals)

TigerConnect Physician Scheduling (Clinics & Specialty Groups)

Definitions

Batch Upload Patient Lists

A method for uploading patient and broadcast lists through a .CSV upload to access directly in TigerConnect.

Customizable Patient Details

Providers can quickly reference patient information including first & last name, MRN, phone number, MRN, gender and date of birth.

EHR-Integrated

Automatically pull in patient & broadcast lists and appointment schedules from the EHR to access directly in TigerConnect.

Fast Patient Lookups

Providers can quickly look up patients and corresponding information including first & last name, MRN, phone number, MRN, gender and date of birth. Contacts including family members are linked to patients for reference or additional outreach.

No App Required for Patients

Patients can easily access messages and calls through an SMS-delivered link to a secure browser.

Patient and Provider Inboxes

To prevent miscommunications, providers and staff maintain separate inboxes for internal and external messages, while still able to seamlessly navigate between the two with a single tap.

Secure Patient & Family Conversations

Send encrypted two-way messages, including PHI, to patients, their family members and caregivers.

Video & Voice Calling

Connect with patients and conduct virtual visits through Wi-Fi-based voice and video calling.

Welcome Lobby

Enables patient-initiated, asynchronous communication with staff. A patient queue allows staff to address patient inquiries, conduct virtual check-ins & intake and assign patients to providers for scheduled virtual visits.

Definitions

Archived Conversations
Save TigerConnect messages through a cloud-hosted archiving service that meets eDiscovery requirements for FINRA, FERPA, FRCP, SOX, SEC and HIPAA.

Automated Messaging
Message workflows can be created to automatically send a message based on a specified duration before or after an appointment takes place. Automated reminders can be configured to send prior to a scheduled appointment.

Broadcast & Scheduled Messaging
Staff can create broadcast lists of patients to quickly send out mass messages to a specific segment. Messages can be scheduled to send at a specific date and time in the future.

Group Conversations
Add multiple providers and/or patient contacts to a message conversation for visibility and input. Additional contacts can be added to existing group conversations as needed.

Message Status
Staff can see when patients have received and read messages. Patients can only see when staff have received a message, but aren't able to see when a message has been read.

Message Templates
Configurable templates can be used for recurring messages. Message templates can leverage dynamic fields to populate corresponding information including office location and hours, appointment date/times, etc.

Multimedia Attachments
Staff and patients can securely share attachments in a conversation including images, videos, voice notes and files.

Definitions

Attach Pre-visit Instructions
Prep patients for their upcoming visit by sending automated messages with detailed instructions. Messages can include PDFs that outline procedures to follow and action items prior to arrival.

Automated Appointment Reminders
Configure messages to automatically send prior to a patient's scheduled appointment. Messages can contain dynamic fields to provide the patient with their appointment date and time as well as the facility's address and directions.

Broadcast Messaging* (Office Closures, Seasonal Announcements, etc.)
Staff can send mass messages to patients informing them of major events such as office closures or seasonal flu shot availability. Messages can be scheduled to send at a specific date and time in the future.

Form Collection
Patients can sign and return waivers and provide proof of health insurance prior to their visit. Requests can be sent days in advance to prevent long waits on the date of the appointment.

Patient-Initiated Outreach
Patients can initiate a text-based conversation with staff through the TigerConnect Welcome Lobby. Staff can respond to general inquiries, help schedule appointments, or loop in a provider as needed. Organizations can make the Welcome Lobby accessible to existing patients and prospects by posting a link or QR code on their website or other publicly-discoverable location.

Preliminary Intake
Eliminate the time patients spend filling out forms in the waiting room by collecting patient health and contact information prior to arrival. Patients can fill out an interactive form through the TigerConnect Welcome Lobby.

Remote Check-Ins for Patients
Reduce exposure to sick patients in the waiting room by completing the check-in process prior to arrival. Patients can notify staff that they've arrived and check-in through the TigerConnect Welcome Lobby.

Definitions

Assign Patients to Staff

Staff assignments are used to designate a staff member to manage a specific patient in the Welcome Lobby queue. Assignments help distribute patient encounters evenly and prevent bottlenecks.

Family/Caregiver Communication (Status Updates, Discharge Notifications, etc.)

TigerConnect links additional contacts to each patient for quick discovery and outreach. Staff can send secure messages to family and loved ones with status updates throughout a procedure. Communicating with contacts at the time of discharge can ensure they have transportation ready for them.

Manage Virtual Appointments

Staff can view and manage a queue of patients for both scheduled and walk-in virtual appointments. Once patient information is collected and a provider is available, patients can be connected for their virtual visit.

Provider Notification of Ready Patients

Providers receive a notification when a patient is ready to be seen for a virtual visit. When the provider is ready to initiate the call on their end, they can simply tap the notification and the video call will begin.

Virtual Visits

Providers can initiate a virtual visit with a patient directly or from a Welcome Lobby prompt. Video calls can be one on one or with a group that includes additional patient contacts and/or other care team members and specialists. When a provider initiates a call directly, the patient receives an SMS text with a link to join.

Welcome Lobby to Triage Patient Encounters

The TigerConnect Welcome Lobby gives staff visibility and control of the current patient queue for in-person and virtual appointments. Patients can be managed through adjustable status designations (New, Ready, Completed, etc.) and staff assignments. Staff can check in patients and notify providers when they're ready to be seen. For virtual visits, patients can be directly connected with a provider to begin the video call.

Definitions

Automated Care-gap Reminders

Configure message to automatically send to patients reminding them of steps that need to be taken including medication adherence and treatments. Recurring messages can be set to send at a regular cadence to ensure the information is top-of-mind.

Drive Portal Enrollment

Leverage TigerConnect's SMS-delivered messaging to drive enrollment and adoption of the patient portal. Portals require apps and logins, which can limit initial enrollment. Sending automated messages with links, instructions, and benefits can help patients get started.

Patient-Initiated Outreach (Billing Inquiries, Prescription Refill Requests, etc.)

Patients can initiate a text-based conversation with staff, through the TigerConnect Welcome Lobby. Staff can respond to non-clinical requests around billing and scheduling follow up appointments. Prescription refill requests can be forwarded to the appropriate provider. Organizations can make the Welcome Lobby accessible by posting a link or QR code on their website or other publicly-discoverable location.

Post-visit Communication (Follow ups, care plan adherence)

Continue to engage patients after their visit/procedure to ensure they're following their curated care plan and to monitor progress. Patients can share images of their wound, condition, or other relevant visuals. Two-way messaging allows the patient to proactively reach out with any concerns.

Share Care Plan/Educational Materials

Attach PDFs of care plans and other educational materials that patients can easily download and access at their convenience.

Definitions

Configurable Staff Access

Admins can select which staff members have access to the TigerConnect Patient Engagement platform and can interact with patients. Additional permissions are used for access to the Welcome Lobby for coordinating care.

Customizable Automated-Message Workflows

Create unique message workflows that can be used to automate outreach. Messages can be configured to send at various times before and after an appointment.

Multiple Welcome Lobbies by Facility

Multiple Welcome Lobbies can be used to separate patient encounters by facility, department, or even individual providers. Each Welcome Lobby has unique staff permissions and access links.

White Labeling

Organization's can build trust with patients by personalizing the experience with their branding. The company name and logo can be added to appear on all patient-facing interfaces. The access link can also be shortened and customized for branding purposes.

About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use solution. Cloud-native and mobile-friendly, TigerConnect delivers a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

Contact Us

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

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