

## Text Patients Directly & Securely, Including PHI

- Secure, encrypted patient conversations in easy-to-use text format
- Clinician-initiated sessions keep providers in control
- Easy for patients – no portals, apps, or login credentials needed

### A Single App for Patient and Provider Conversations

TigerConnect Patient Engagement is a powerful yet easy way for healthcare professionals to communicate with patients using secure text. Built into the TigerConnect app, Patient Engagement lets you converse with patients 1-on-1 or loop in a larger care team.

For patients, there are no apps to download, no cumbersome portals, and no phone tag.

#### Pre- and Post-Surgery Outreach

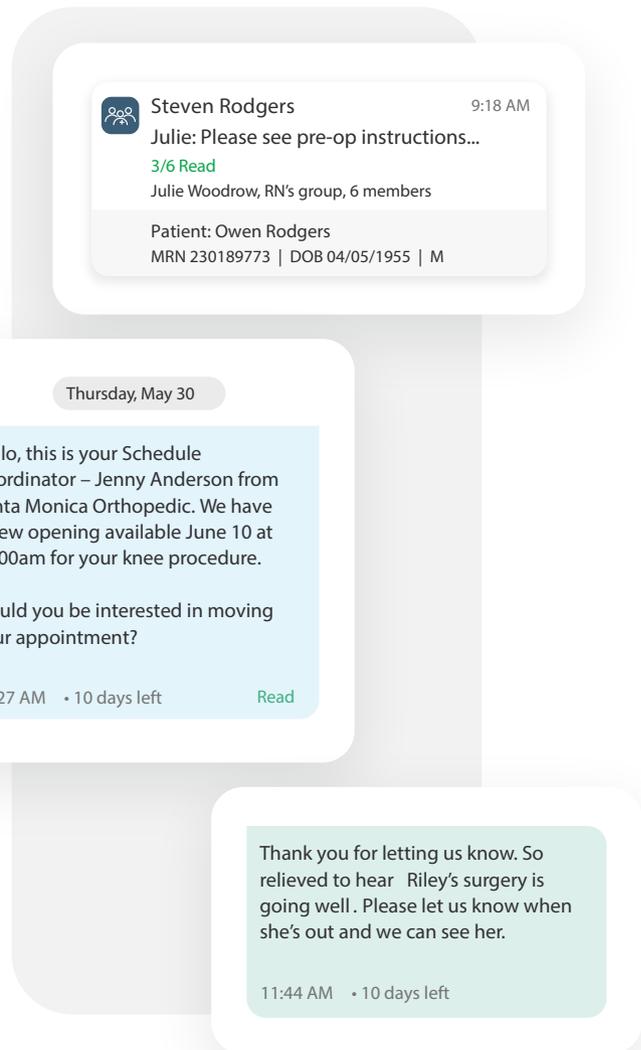
Address patient concerns hours and days after a hospital stay to head off potentially serious issues. For pre-visits, attach instructions and answer questions.

#### Maximize Appointments

Send text reminders to cut down on cancellations and no-shows, and quickly fill unexpected openings.

#### Update Family Members in Real Time

Text anxious parents during a child’s surgery or message an aging patient’s family after a fall.



### The Problem with Patient Portals

EHR patient portals were never designed for communication. In fact, less than 20%<sup>1</sup> of patients ever log in while Pew Research says 97% of smartphone owners text. Unique URLs, passwords, and a complex interface make it confusing for patients to navigate and reach providers. TigerConnect solves this with a seamless, elegant user experience for both patients and care teams.

<sup>1</sup>Medical Economics, The Future of Patient Portals, July 3, 2018

# Instant, Easy, Text-Based Patient Conversations

## Patient and Provider Inboxes

Tap to switch between patient and provider conversations

## Batch Upload Patient Lists

Quickly add new patients in bulk or one at a time

## No App Required for Patients

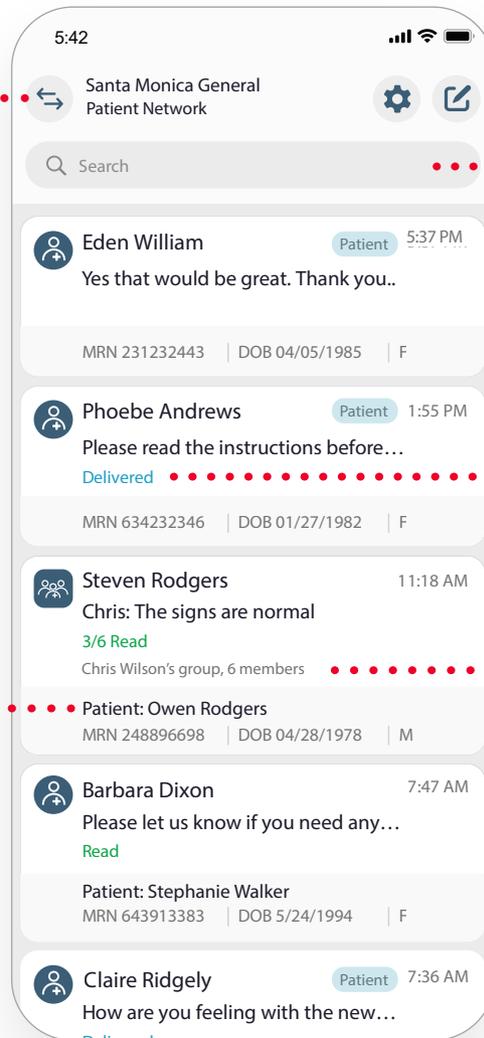
Make it easy for patients to engage – no special apps or passwords needed

## Patient Details

Customize patient details to put key identifiers front and center

## Multimedia Support

Attach photos and files containing care instructions



## Health System Branded

Build patient trust and your brand with your organization name/logo

## Fast Patient Lookups

Find patients quickly with predictive search results

## Delivery Confirmation

Providers can see when messages are delivered and read

## Archived Conversations

Archive patient conversations or export as PDFs to add to the EHR

## Group Conversations

Conduct group texts with patients, their families, PCPs, and others

## Health System Benefits

- ✓ Higher patient satisfaction
- ✓ Happier providers

- ✓ Reduced no-show rates
- ✓ More referrals

- ✓ Lower readmissions
- ✓ Fewer reminder calls

## About TigerConnect

As healthcare's most widely adopted communication platform, TigerConnect uniquely modernizes care collaboration and communication among doctors, nurses, patients, and allied health professionals. Trusted by more than 6,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and processes more than 3 million messages each day. To learn more about TigerConnect, visit [www.tigerconnect.com](http://www.tigerconnect.com).