

Improve Patient and Family Communication **About Surgeries**

Communicating with patients and their families during the perioperative period can be a lengthy process involving multiple back-and-forth phone calls to discuss preoperative instructions, provide families with intraoperative updates, and check in with the patient after discharge to answer any postoperative questions.

TigerConnect real-time communication and patient engagement features make it easy to communicate with patients and families regarding surgeries, ensuring that everyone stays informed.

WORKFLOW

A TYPICAL HOSPITAL

THE TIGERCONNECT WORKFLOW

for surgery

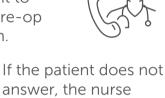
Patient is scheduled



PRE-OP HOME

the patient to provide pre-op education.

Pre-op nurse calls





leaves a message and calls again later if the patient does not return the call. PRE-OP HOSPITAL

tasks are completed. Family contact information is verified. **INTRA-OP**

Patient arrives for

surgery and pre-op





according to policy to provide updates on patient status. At completion of surgery, the

Circulating RN calls the

patient's family member

the family member to meet the surgeon in consultation room. Surgeon provides family with updates in person or over

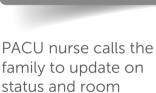
circulating RN calls





POST-OP

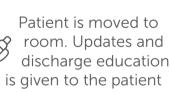
the phone.

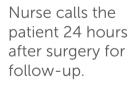


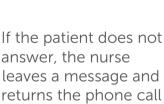
moving to.

and family.

number patient will be









the following day.

Pre-op nurse sends a HIPAA compliant text

PRE-OP HOME

message via TigerConnect to the patient to provide pre-op instructions. PRE-OP HOSPITAL



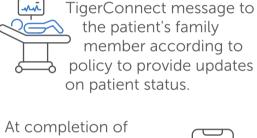
Patient arrives for

tasks are completed. Family contact information is verified. **INTRA-OP**

surgery and pre-op



Circulating RN sends a

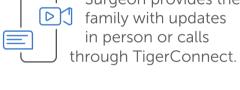


TigerConnect message to the family member to meet the surgeon in consultation room.

surgery, the circulating

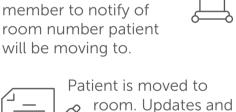
RN sends a





PACU nurse sends a TigerConnect message to family

POST-OP

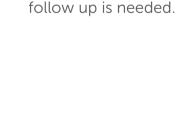




sent to the patient within 24 hours.



discharge education



Nurse reviews follow

or call through

TigerConnect if

up responses and is

able to message back

Up to

A TYPICAL HOSPITAL

WORKFLOW

Minutes

THE TIGERCONNECT

WORKFLOW

Up to

Using TigerConnect to communicate with patients and their families during the pre-op, intra-op, and post-op phases saves time

for patients and staff. The ability to message patients helps to improve patient engagement in the pre-op conversation and ensure that patients follow their post-op care plans, as they can refer back to messages

and easily reach their provider with questions, reducing readmissions. Automating the surgical communication process ultimately reduces no-show rates for surgery, improves patient engagement and

Schedule a demo to see how TigerConnect can improve communication and patient engagement at your organization.

satisfaction, and gives valuable time back to clinicians.

Get a Demo