FROST & SULLIVAN

BEST PRACTICES AWARD

2019

SECURE TEXT MESSAGING
FOR CARE COLLABORATION - NORTH AMERICAN

Enabling Technology Leadership 2019

Enabling Care Coordination with Real-time Communication

Value-based care is driving the need to improve continuity of care—that is, how patients are tracked and coordinated across a fragmented care delivery environment.

Patient care coordination and care team collaboration encompass many processes, stakeholders, and activities, including the management of care transitions, referral management, clinical decision support, and medication reconciliation.

Safe, secure, and highly available care team communication via HIPAA-compliant text messaging is essential for successful care coordination as it enables care team members to quickly and easily share information about the patient's condition in real time and efficiently track and manage patients as they move through various interactions with the delivery system from acute to post-acute settings.

Setting a New Standard for Secure Messaging

Frost & Sullivan's research into the care coordination solution market has identified DrFirst as a market-leading technology vendor of integrated, workflow-enabled technology solutions that are specifically designed to improve the complex process of patient care coordination and care team collaboration.

DrFirst Backline® is also the only mobile care coordination solution that features Patient-Centered Chat, which enables patient care team members to instantly collaborate through a single, intuitive view.

> The **increasingly complex needs of patients** require enabling technologies like **DrFirst Backline®** to ensure that care team members are equipped with **secure, seamless, efficient, real-time communication tools** at any time and at any point in care.

With Backline, you can share patient-specific data inside or outside a facility's four walls, a feature that provides an especially high degree of value to DrFirst customers as it enables true patient-centric care. This Backline functionality also includes the ability to share secure texts with home health aides and other care givers even if they are not registered Backline users. Patients can be included at no charge.

Additionally, clinicians can chat with patients securely to answer patient questions, follow up on medication adherence, and check in on health status through a dedicated, private, and secure chat feature.

With its strong overall performance and exceptional technology innovation, **DrFirst has earned Frost & Sullivan's 2019 Enabling Technology Leadership Award for Secure Text Messaging for Care Collaboration.**

Discover the important role secure communication technology plays in improving care coordination. Receive a free copy of the full Frost & Sullivan industry report, courtesy of DrFirst.

Request the complete Frost & Sullivan Report here: https://drfir.st/frost-award-19

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