✳ Backline®

Backline® for COVID Care

Improve COVID Coordination and Workflows with Next-Generation Communication

New COVID patient notification and outreach workflows play an important role in preventing the spread of infection but add complexity that hinders care. Backline® can help simplify and streamline these processes so clinicians can focus on the fight against COVID. Backline unlocks countless ways to improve collaboration between care teams, patients, and even community providers by bundling automated alerts, broadcast and group messaging, clinical file sharing, cross-organizational chat, telehealth, e-Forms, and more through one HIPAA-compliant application.

1 Accelerate COVID Updates and PUI Workflows

Send automated group messages to the entire admin and infection control team at once to streamline person-under-investigation (PUI) communication.

2 Automate Test Results

Lab results can be delivered instantly to patients, clinical staff, and even primary care physicians with automated messaging.

3 Pre-Screen Patients to Prevent Hospitalization and Reduce Infections

Proactively engage your patient population to check for symptoms. Perform virtual triage via HIPAA-compliant video chat with patients in the parking lot before they enter your facility.

4 Vaccine Alerts and Consent Coordination

When vaccines are available, use mass messaging to inform high-risk patients quickly. Send vaccine consent forms to remote family members with power of attorney (POA) to be signed electronically.

5 Share Information with Community Providers

Update primary care physicians (PCPs) when their patients get tested in the emergency department, receive test results from urgent care facilities, or coordinate care transitions with long-term care facilities and other post-acute facilities through real-time messaging, ADT notifications, continuity of care document (CCD) transfers, and more.

6 Video Consults and Virtual Care

Leverage HD video features for remote monitoring and virtual rounding to prevent exposing clinical staff and maximize the use of limited personal protective equipment (PPE) resources.

7 Enhance Patient Follow-up

Send patient updates and links to their medical records via secure text message or email. Follow-up with post-visit chats or quick, convenient video check-ups.

To learn more, visit drfirst.com.

"Partnering with DrFirst to deploy the Backline Telehealth solution has propelled our ability as a health system to **rapidly offer Telehealth capabilities with ease of use and reliability.** Enabling both patients and clinicians to **securely connect via video and audio while safely isolating.** We are currently piloting automated patient notifications of available results."

— **Lyndon Allen, SLHS Vice President and Chief Information Officer, PMP, PPMC St. Lawrence Health System**

DrFirst®
Unite the Healthiverse™