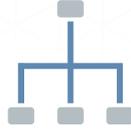




Concordia Lutheran Ministries Saves Significant Time Sending PHI and Staff Timesheets with TigerText



**HIPAA Compliant
Communication**



**Connects Facility Staff
With Remote Staff**



**Enables Secure Sending
of PHI & File Attachments**



**Saves Staff Several
Hours Per Day**

About the Organization

Founded more than 130 years ago, Concordia Lutheran Ministries is a faith-based, CARF-CCAC-accredited Aging Services Network and recipient of the inaugural Pennsylvania Department of Aging Excellence in Quality Care Award. As one of the 50 largest nonprofit senior care providers in the country, the organization serves over 20,000 people annually through home care and inpatient locations in western Pennsylvania and eastern Ohio. Concordia offers a lifetime continuum of care that includes adult day services, home care, hospice, medical and rehabilitation services, memory care, personal care, respite care, retirement living, skilled nursing /short-term rehab, spiritual care and medical equipment.

Organization Quick Points

- One of the 50 largest non-profit senior care providers in the country.
- The organization has nearly 2,100 part-time and full-time staff, with 12 locations including 4 visiting offices.
- Concordia stands in the top 2% of the Pennsylvania Department of Health inspection results

Organization Challenges

With several care and retirement living centers, Concordia Lutheran Ministries needed a way to improve real-time communication among their care teams in their Home and Community Services line of businesses. Because several of their nurses, therapists and caregivers work in the field and visit patients at home, staff needed a way to reach these individuals, quickly and securely. They wanted an integrated communication platform that could connect their in-the field-staff clinicians with facility staff, including their payroll, human resources, scheduling departments and more. Additionally, Concordia wanted to communicate patient health updates and other sensitive information in a HIPAA compliant manner. Concordia desired to ensure the secure messaging solution would be reliable, easy to use, and allow them to:



Comply with HIPAA

Staff needed a way to securely send PHI (Protected Health Information) via text without violating HIPAA regulations or patient privacy.



Connect Facility Staff with In-The-Field Staff

With several staff members working in the field and offsite, Concordia sought a tool that would enable them to reach these individuals in a timely manner and know their messages were, in fact, received and read.



Streamline Team Communication

Staff also desired a tool that would be just as convenient and quick as standard texting, but without the security and safety risks.

Call to Action

Concordia needed a secure, unified and HIPAA compliant communication tool that could connect their entire care team staff (medical directors and on staff physicians, nurses, therapists, offsite caregivers, administrative staff and more) with one another and eradicate communication delays. TigerText addressed their needs by providing staff with a fast, reliable and easy-to-use solution that enables them to go beyond just texting. With secure file and image sending, the staff can now use TigerText for confidential and fast information exchange.

“ Our nurses had been asking for a secure texting solution. After evaluating several vendors, we found TigerText to be the most intuitive and easy to use. It has all the features we need – group messaging, secure file sending, read receipts, distribution lists, and more. Thanks to TigerText, our staff communication has not only improved, but we’ve accelerated several of our internal processes including the submittal of timesheets, which frees up more of our clinicians’ time to spend with patients. ”

– Ben Oesterling, IT Technician at Concordia Lutheran Ministries

Results

After implementing TigerText, Concordia’s daily communication improved significantly as it enabled staff to use their priority communication channel – texting – in a safe, encrypted and HIPAA compliant manner. Care teams are able to easily coordinate with one another around patient statuses and updates, helping to foster staff collaboration, while the ability to send file attachments securely helps speed HR and payroll processes. Since deployment, Concordia has seen the following results:



HIPAA Compliant Communication

Using TigerText’s guaranteed HIPAA compliant solution, Concordia’s clinicians can send detailed patient information – full name, patient reference number, images, and more, as well as secure files – timesheets, contracts, authorizations, etc. – without violating HIPAA regulations or patient privacy.



Enables Secure Sending of PHI & File Attachments

Staff not only uses TigerText to freely communicate patient information, but also for secure internal document transmissions including the sending of staff timesheets. Instead of emailing their timesheet, staff can simply send them via TigerText directly to Concordia’s payroll department.



Quickly Connects Facility Staff With Remote Staff

With secure texting, staff can now send patient status updates to corresponding nurses and physicians, even if they’re offsite. With a centralized platform for communicating, staff can get answers faster and deliver patient care more quickly.



Saves Staff Several Hours Per Day

By eliminating slower channels such as email and voice, TigerText is now being used for Concordia’s everyday communication needs. The ease and speed of texting has not only accelerated their workflows, but has also freed up more time in their day to spend with patients.

Conclusion

Concordia sought a solution that would enable them to send PHI with the ease and responsiveness of standard texting, but with more features and guaranteed security. TigerText addressed these concerns and also helped to speed up their everyday communication and internal processes. By connecting in-house staff with in-the-field staff, Concordia can relay information more quickly and conveniently, and receive more timely responses. Additionally, with staff using TigerText in their daily workflows, they now have more time to spend attending to patients and more pressing duties.

About TigerText

TigerText is the leader in secure, real-time messaging for the enterprise. TigerText's encrypted messaging platform keeps communications safe, improves workflows, and complies with industry regulations. Developed to address the security needs, BYOD policies, and message restrictions in the enterprise, TigerText is committed to keeping mobile communications secure, private and impermanent. More than 5,000 facilities, and five of the top ten largest for-profit health systems in the nation, including leading organizations Universal Health Services and Community Health Systems, rely on TigerText to comply with HIPAA and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.

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