Frequently Asked Questions (FAQ)

How can I access messages from different facilities if I work for more than one practice or hospital?
Users can switch between inboxes when using multiple TigerConnect accounts. This allows users to access messages from all of their health care organizations using one menu within the app.

What's involved with secure texting for healthcare services?
Medical professionals can send and receive secure text messages from their mobile devices or desktop computer to other authorized users within a secure private network. Patient files, images, and lab results can be shared securely when attaching them to a secure text message and multiple parties can join existing discussion threads to collaborate on healthcare issues.

Can I text PHI / ePHI within TigerConnect?
Depending on the content of the text message, who the text message is being sent to, or mechanisms put in place to ensure the integrity of Protected Health Information (PHI), texting can be in compliance with HIPAA in certain circumstances.

How can I accelerate patient discharge times with text messaging?
TigerConnect provides secure HIPAA-compliant text messaging to more than 3,000 medical facilities, which is not only used to accelerate patient discharge times, but also for a multitude of procedures. Their secure texting platform works in a similar way to SMS text messaging, and complies with the conditions for using text messaging to accelerate patient discharge times by enabling authorized users to access or send PHI.

FAQ (cont'd)

Does TigerConnect work over WiFi?
Yes, as well as cellular data.

Do I need to logout if not using app?
No. Unless you are experiencing issues with the TigerConnect application. Even if you lose power, when your phone is re-charged or re-started you will be automatically logged back in.

How long do messages last in the mailbox?
For HIPAA compliance, messages will remain in the mailbox for <u>20</u> days, then will be auto-deleted by the system from date/time sent or received. This includes attachments such as photos, audio, and PDF files.

Will the recipient receive a message if they are not logged on to TigerConnect?
Users not logged in will receive TigerConnect messages via email and SMS.

Is there a persistent notification feature in the app?
Yes. Users will receive a new alert sound every two minutes up to 20 minutes until the message is viewed. This can also be set on/off for individual users; Call QHS Helpdesk.

Why am I not hearing a sound when I get a TigerConnect message?
Make sure your device sound is turned on.

I can't seem to send or receive a message on my mobile device.
- Check WiFi connectivity.
- Ensure notifications are enabled correctly on your device.
- If either sender or recipient's message lifespan is set for a short period of time, the message may not be read.

To Activate Account or for Questions on TigerConnect:
- Call QHS Help Desk at (**808) 691-4357**; or
- Email at **helpdesk@queens.org;** or
- Use the IT Support Portal on the QHS Intranet

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tigerconnect

Mobile Application

QUICK REFERENCE GUIDE

THE QUEEN'S HEALTH SYSTEMS
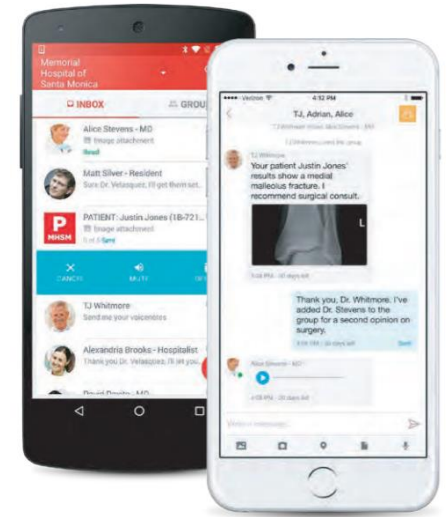
tigerconnect (formally **TigerText**) is integrated with EHR, an easy to use secure messaging solution that allows you to communicate in a HIPAA-compliant manner.

TigerConnect can be used on any Android device, iPhone, iPad, tablet, Mac, or PC. This reference guide is a step-by-step instructions for mobile use.

Getting Started
Download and launch the TigerConnect App.
Tap **Get Started** and follow the instructions to log in to the app. First time users will be requested to enter your work email address and password for account activation.

Messaging
To send a new message:
1. In Inbox, tap the **New Message** icon.
2. Select recipient(s) or in the **To** field enter the first few letters of recipient name(s) to select from directory.
3. Type message and tap the **Send** icon.

To send a file attachment:
1. Tap the **Paperclip** 📎 icon inside any message.
2. Tap the **Take Photo**/**Camera** icon and securely snap photos.
3. Tap the **Record Audio**/**Microphone** icon and securely record an audio message.

Important: Using the camera or record function on your phone outside of TigerConnect is a HIPAA violation. You must do these inside the TigerConnect app. This image or recording does not get stored on your device.

Tracking Message Status
TigerConnect allows you to see people's availability, and the message's delivery status.

Sent	Message was sent, but was not delivered to recipient.
Delivered	Message delivered to recipient but was not read.
Read	Message was read by recipient.
Sent Failed	Message failed to deliver either because the recipient or network connection was lost.

Quick Reply allows pre-built responses to be selected for faster responses. Tap electric-bolt icon to select or modify the existing Quick Reply templates.

Resend, Forward, or Recall a Message
Tap and hold on the message and you will be prompted to select an option:
- Tap **Resend** to resend the message.
- Tap **Forward** to forward a message to another member or group.
- Tap **Recall** which allows a message to be recalled and any attachments before/after it has been read.

Message Lifespan
TigerConnect text messages and its associated attachments have a lifespan and will automatically be deleted after a pre-determined period. Messages are not only deleted from involved devices, but are not stored on any server. They cannot be retrieved once expired.

Number of days left before message is deleted →

Hello Brad
🕐 **5 days left** Read
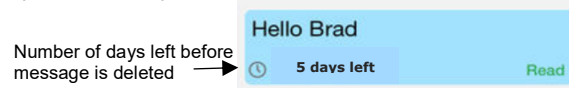
Private Group Messages
Create groups to improve collaboration and coordination. **To create a group message**:

	iOS users	Android users
1	In Inbox, tap the **New Message** icon.	In Inbox, tap the **New Message** icon.
2	Tap **Create New Group**.	Tap the **New Group** icon.
3	Name the group.	Name the group and tap **Next**
4	Tap names to add members (no limit).	Tap names to add members (no limit)
5	Tap **Create**.	Tap **Check** icon.
6	Start messaging the group.	Start messaging the group.

To view which member has read the Group message, tap **Sent** to see details.

To edit Group Settings, tap 3-dots 💬 icon and select Group Settings;
- Add Members.
- Attachments; shows all file types used in the conversation.
- Mute; from this conversation and opt out of receiving notifications from the group for the time period you select.
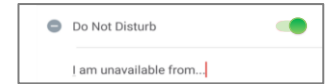- Leave the Group.

Settings (within TigerConnect app)
Change display name:
1. Tap **Settings** ⚙ icon.
2. Tap your profile and edit your personal information, and then save the changes.
This feature can be used for nick-names, or correcting your display name.

Do Not Disturb
When away for

⊖ Do Not Disturb ⬤
I am unavailable from...|

extended period of time or you do not wish to receive visual or audible notification, enable Do Not Disturb by sliding the switch to the right. An option will be available to create custom auto-replies.

Auto Forward automatically forwards messages to another member when in Do Not Disturb Mode.

Enable Notifications Override Silent Mode (*Android only*):
1. Tap **Settings** ⚙ icon.
2. Tap **Alerts and Data**.
3. Slide **Override Silent Mode** switch to right.

Logout under Settings allows you to disconnect from TigerConnect. To log back in, you will need to enter your credentials and all missed messages will be delivered.

Usage & Etiquette

Texting Etiquette is highly encouraged and be considerate of those you are texting and your group members.
Clinical Staff Communication. Providers and Medical staff are encouraged to use TigerConnect to exchange communication on patient status; sharing knowledge, quick verifications and as necessary for better patient safety, quality, and experience
Priority Messages. The priority messages feature should only be used for urgent or emergent issue(s) or escalated notification for patient safety, quality, or engagement.
EMR Required Documentation. TigerConnect is neither the system of record nor an alternative to EMR. Providers and clinicians are REQUIRED to document in their respective EMR systems.
Usage and Privacy. Sometimes it may be necessary to view and respond to TigerConnect in front of patients. Providers should always inform patients that they are checking and/or responding to a medical text.