

Quick Reference Guide

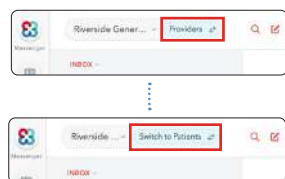
TigerTouch - Getting Started - Web



TigerTouch is a powerful yet easy way for healthcare professionals to communicate with patients using secure text. Built into the TigerConnect app, TigerTouch lets you converse with patients 1-on-1 or loop in a larger care team. This Getting Started Guide shows you how to initiate messages to your patients and their designated contacts.

NOTE: TigerTouch requires a Patient Messaging Administrator to upload or add Patients and up to two Primary Contacts per Patient. Contact your organization's Help Desk or Patient Messaging administrator to request a new patient or contact to be added.

1 Once logged into your TigerConnect, move your mouse over the **Providers** button and click **Switch to Patients**.



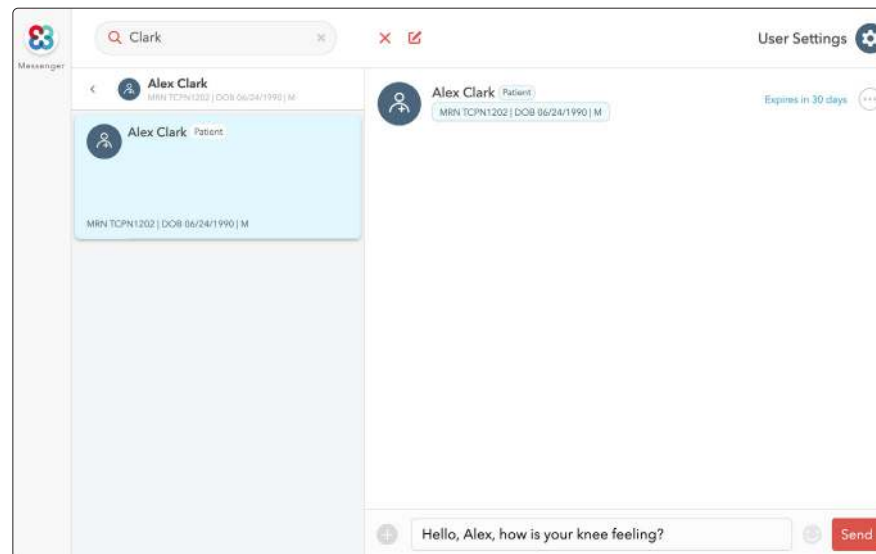
2 Click the **Search** button (magnifying glass).



3 Search for a patient or contact to initiate a conversation. **You can search by First Name, Last Name and MRN.** Click the desired contact to start a conversation.



4 Enter your message and click **Send** on the right or click the Enter/Return button on your keyboard.



Additionally, click the “+” sign to the left of the text field to select a photo or document to upload and send on TigerConnect.

NOTE: Click User Settings in the upper right & enable an Away message for your patients when replying to you (similar to Do Not Disturb. Only active within the Patient Network).

