

## 1. What is TigerTouch / TigerTouch+?

**TigerTouch** and **TigerTouch+** are a powerful yet easy way for healthcare professionals to communicate with patients using secure text, phone and video calling. Built into the TigerConnect app, TigerTouch lets healthcare providers and physicians converse with their Patients and two designated contacts 1-on-1 or loop in a larger care team. For patients, there are no apps to download, no cumbersome portals, and no phone tag.

**TigerTouch+** is an additional service available for **TigerTouch** subscribers. This includes a VoIP Video Calling option for you that provides a quick, easy way for healthcare providers and physicians to engage with their patients over a video call as well.

## 2. How do I add a patient's information?

You will need to be granted access to TigerTouch by a TigerConnect Administrator at your facility or organization. Please see the **TigerTouch - Patient Settings Administrator's Guide** for steps on how to add, manage and remove patients and their contacts.

## 3. What information can be added for patients and their contacts?

Upon initial setup, you will have the ability to add your Primary Patient and two designated contacts associated with the patient (e.g. Parent, Legal Guardian, Primary Care Physician, etc.). See below for the information that can be assigned to a patient and any designated contacts (Please see the TigerTouch - Patient Settings Administrator's Guide to ensure proper formatting of all fields):

- » **Patient**
  - » First Name
  - » Last Name
  - » Phone Number
  - » MRN (Medical Record Number)
  - » Sex
  - » DOB
- » **Primary Contacts**
  - » First Name
  - » Last Name
  - » Phone Number
  - » Relation

## 4. Can I add a landline phone number for the Patient or Primary Contact?

No. In order for Patients and their Primary Contacts to initiate a secure chat session (**TigerTouch**) and video call (**TigerTouch+**) they must be able to send and receive SMS text messages.

## 5. Can I add family members and authorized contacts?

Yes, the following options are available as options for Primary Contacts:

- » Father
- » Mother
- » Sibling
- » Spouse
- » Guardian
- » Primary Care Physician
- » Emergency Contact
- » Caregiver
- » Other

## 8. Are there any requirements for Patients and their Primary Contacts ?

Yes. **TigerTouch** messaging and **TigerTouch+** video calling have specific device and connectivity requirements, which are described below.

*NOTE: As **TigerTouch** and **TigerTouch+** rely on SMS, phone, as well as cellular data (for mobile phones), be mindful that Patient or Primary Contacts may have SMS, calling, or cellular data caps. Your organization may wish to encourage Patients and Primary Contacts to connect to WiFi where possible to limit any data overages. The use of **TigerTouch** secure messaging and **TigerTouch+** video calls may result in overages for SMS text messaging, phone minutes and cellular data.*

*NOTE: Patients and Primary Contacts may have the ability to join messaging sessions and accept video calls from their computer if their mobile device supports message forwarding and are able to access those messages from a computer (like Apple iMessage or Google Voice).*

The following are required for Patients and Primary Contacts for **TigerTouch** and **TigerTouch+**:

- » A mobile device capable of the following:
  - » Sending and receiving SMS text messages
  - » Receiving phone calls
  - » Supported web browser on their mobile device or optionally, a desktop or laptop computer:
    - » iOS - Safari
    - » Android - Chrome/Firefox
    - » If recipients have message forwarding capability from their mobile phone to receive SMS messages on their computer, the following browsers are supported:
      - » Windows/Mac: Chrome/Firefox
      - » Mac only: Safari

The below are required for a Patient or Primary Contact to do the following:

- » Initiate a **TigerTouch** secure text messaging session:
  - » SMS
  - » Cellular Data or WiFi
- » To receive phone calls from their Provider via **TigerTouch**:
  - » Active phone line
- » To join an incoming **TigerTouch+** video call from their Provider:
  - » SMS
  - » Cellular Data or WiFi

If you have any additional questions about TigerConnect, contact TigerConnect Client Care via your organization's **Toll-Free number** (for Premium Support Customers), calling Client Care M-F, 5:30 am - 5:30 pm PT or Sat/Sun, 8:00 am - 5:00 pm PT at **(650) 564-4722**, via TigerConnect by messaging the TigerConnect Admin user, or via email via [prosupport@tigerconnect.com](mailto:prosupport@tigerconnect.com).