

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 to engage with your patients over a video call.

2. Do I need a separate app for my computer or mobile device?

No. **TigerTouch** is built into your TigerConnect application. If you are a part of more than one facility on TigerConnect, you may have access to **TigerTouch** in each directory. On TigerConnect, you will see a modifier at the top-left corner of your TigerConnect application that says **Provider Network**. Simply click the network toggle (two alternating arrows next to the org selector at the top of your TigerConnect app) to switch between the Provider and Patient networks for your organization.

3. Can I initiate a message or call to any patient I am caring for?

If your organization has provided you with access to their Patient Network, you will have the ability to message a Patient and up to two designated contacts, added by your organization's **TigerTouch** Administrator.

You can search by the Patient's First or Last name and send them a secure text message (a Patient's contacts cannot be searched at this time). You also have the option to call their phone directly. If your organization subscribes to **TigerTouch+**, you will also be presented with the option to initiate a video call. For further questions about adding a patient in your care, contact your facility's designated TigerConnect Administrator or TigerTouch Patient Administrator.

4. Will my patients and their designated contacts have the ability to contact me at any time?

You will always initiate the initial message to the patient. However, once they have signed into the secure session using a secure code (and DOB for Patients), they are able to re-open and message you via the link they receive. For security purposes, they will need to reauthenticate every 7 days whereby they will receive another activation code (patients will also need to enter their Date of Birth).

Further, when making a phone call, your phone number is masked and are thus unable to return your phone call, nor can they initiate a phone or video call to you from their **TigerTouch** secure chat session.

5. How do I communicate to my patients that I am unavailable?

To help communicate any away or out of office time, you can set an Away Message by navigating to **Patient Network > Settings (gear in the upper right) > Away Message** to help communicate your availability for your patients and provide an alternate means of reaching you or your office.

6. What types of information can I send to my Patients and their Primary Contacts?

TigerTouch provides the ability to send your patients and any designated contacts secure text messages including the following:

- *Photos & videos stored locally on your device*
- *Take a video or pictures using your device's camera*
- *Record audio messages*
- *Send your current location*
- *Send files stored in a secure cloud storage service or stored on your mobile device or desktop/laptop computer*

7. How will my patients and their designated contacts receive messages, phone calls and video calls?

Once you send a message or initiate a video call to a patient or their designated contacts they will receive a secure link via SMS to join. For a TigerTouch text message, the contact will be asked to request an access code, which will arrive to the same number via SMS. As a security measure, your *patients* will be asked to enter their *Access Code and their Date of Birth* after clicking the secure link. Primary contacts will only be required to enter an *Access Code*.

When initiating a phone call, similar to our Click to Call option within the Provider network, you have the ability to make a phone call to a patient or designated contact. The phone number will reach them on the same number to which they receive SMS messages to initiate a secure chat session or video call.

8. Are there any requirements for my patients and their 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+**:

- » Mobile device able to send and receive SMS text messages and 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, contact TigerConnect Client Care via your organization's **Toll-Free number** (Premium Support Customers) or by calling **(650) 564-4722**, 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 via **TigerConnect Admin** user, or via email via prosupport@tigerconnect.com.