

TigerConnect COVID-19 Communication and Collaboration Roles Guide

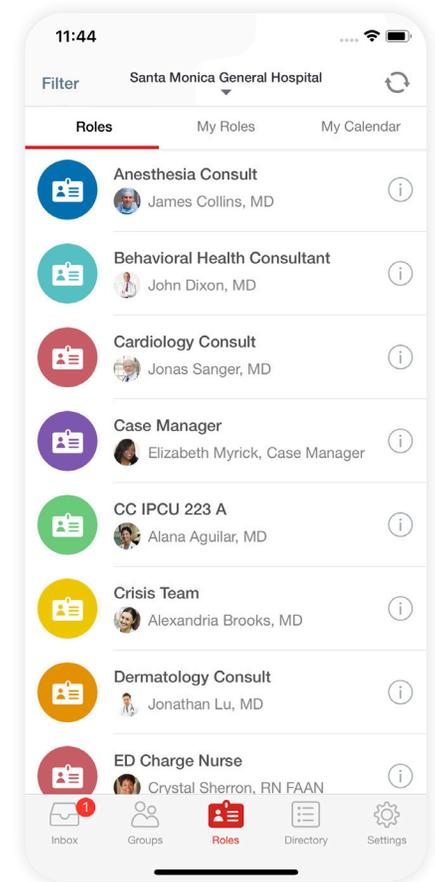
Finding the right person when you need them is critical in a time of crisis. TigerConnect Roles and role-based scheduling offer a fast and efficient way to identify and message the on-duty staff by their role and shift schedule without having to manually track down contact information. Send a text, start a video session, or place a voice call right from the conversation or Roles profile screen.

How does role-based messaging work?

TigerConnect's Roles functionality allows a designated admin to set up and assign individual staff members to a specific role within an organization to streamline communications (i.e. ER Physician, ED Charge Nurse, COVID-19 Administrator On Call). Once these roles are created, they can be linked to a shift schedule so users can simply text or call the role they need. Messages are automatically routed to the person assigned to that role.

When should you use Roles?

Here are some COVID-19 situations and specific role examples that can help expedite critical communication across the care team.



	Situation	Role Examples
Emergent	New Patient Alerts	Admission/Transfer Coordinator COVID-19 Incident Commander
	Response Team Activation	COVID-19 Response RN COVID-19 Response Respiratory Therapist
Episodic	Patient Care Coordination	COVID-19 Task Force Lead Clinical Coordinator
	COVID-19 Clinical Dialogue	Respiratory Therapist Pulmonologist (or other specialty)
Cross Continuum	Patient Care Outside Walls of Hospital	Home Health Supervisor Epidemiologist Infectious Disease Provider
Operations/ Administrative	Supply and Operations Management	PPE Supply Coordinator Critical Care Supervisor Safety Officer



What are some specific COVID-19 role workflows?



Situation: New patient presents to ED with COVID-19 symptoms

Solution: Alert the right team members of a possible COVID-19 patient

1. Patient presents in the Emergency Department with COVID-19 symptoms.
2. ED Registration messages the COVID-19 Response role and the ED COVID Triage role to notify team of Patient Under Investigation (PUI) or high risk patient to manage isolation.
3. ED COVID Triage role notifies the COVID-19 Incident Commander role when the COVID-19 patient needs to be moved quickly to isolation or inpatient status.
4. COVID-19 Incident Commander and COVID-19 Response staff assess patient needs, capacity and safety measures to move patient quickly to appropriate level of care.
5. COVID-19 Incident Commander messages ICU Charge Nurse and ICU Attending; notified of patient transfer to ICU.



Situation: Patient declines to a critical condition and is moved to the ICU

Solution: Coordinate ongoing inpatient and critical care

1. Patient is in critical condition and is moved from the floor to the ICU.
2. ICU Charge Nurse and ICU Attending receive notification of positive COVID 19 test results and message the Infectious Disease Provider.
3. ICU attending, Pulmonologist On-Call and Infectious Disease Provider discuss treatment plan any new guidelines.
4. They coordinate care and track patient progress throughout stay and recovery.



Situation: ICU COVID-19 Patient develops an abnormal cardiac rhythm and the ICU Attending consults with a Cardiologist

Solution: Automate consult requests to the on-call Cardiologist via an EHR integration

1. ICU Attending submits a STAT request for Cardiology consult order in the EHR.
2. TigerConnect's EHR integration (via SMTP) automatically generates the high- alert TigerConnect message to the Cardiologist.
3. The Cardiologist, ICU Attending, and RN caring for the COVID-19 patient discuss patient presentation via a group call/video or secure text message, and they decide on a plan of care knowing the latest guidelines shared from the TigerConnect provider forums.