

# TigerConnect COVID-19 Communication and Collaboration **Broadcast Lists Guide**

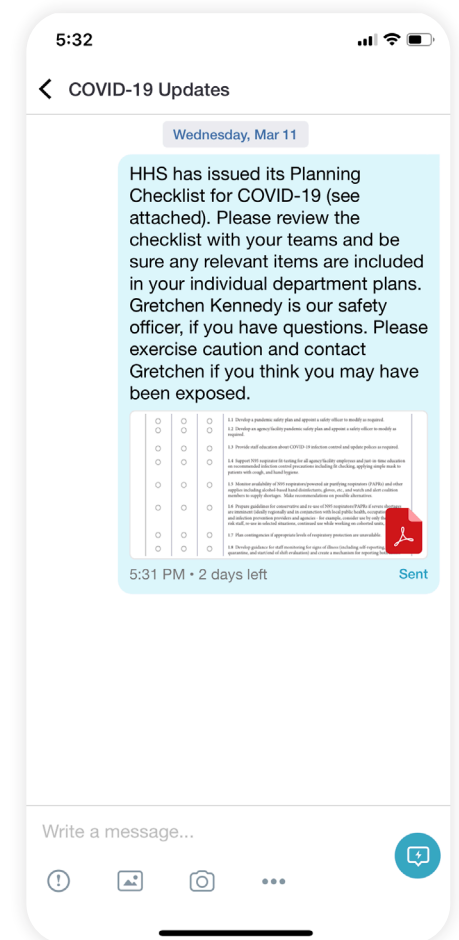
TigerConnect Broadcast Lists offer a fast and efficient way to send information to a large number of people simultaneously.

## How does a Broadcast List and Message work?

Broadcast Lists are set up and managed by TigerConnect Administrators at your facility and can be segmented to your preference. Broadcast messages go out to everyone on the Broadcast List, but any replies go only to the sender.

## When should you use a Broadcast List?

Here are some COVID-19 situations and specific Broadcast Message examples to use to expedite critical communication across the care team.



### PPE and PAPR Policies



- As supplies become limited, detail procedures for PPE and PAPR requests and usage.
- Share specific cases and situations that require appropriate PPE and PAPR attire.

### Telehealth Updates



- Notification of change in fees or copays for telehealth visits.

### Social Media Do's and Don'ts



- Guidelines for content that employees should or should not post.
- Red-flag any sensitive topics.
- Encourage positive stories and knowledge sharing.

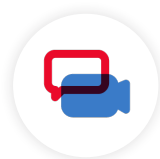


## Broadcast Message Examples



### Town Hall Meetings Information

- Provide time and links for organizational meetings.
- Make links easy to access so that employees can join quickly from mobile devices.
- Keep employees up to date on new distancing protocols in common areas (cafes, units, etc.).



### Video Links with Messages from CMO/CEO

- Easily deliver virtual messages to all employees that they can watch on their own time.



### Facts vs Fiction

- Clarify what is fact versus fiction regarding medication usage, effects, virus spread, etc.
- Is your city implementing safe at home or shelter at home? Clarify local community ordinances or other communications from CDC/WHO.



### Share the Joy

- Give kudos for new creative and efficient processes to deal with changing situations.
- Inspire and encourage morale by sharing uplifting stories of patient recoveries, PPE donations, and more!