



Frequently Asked Questions (FAQ) on TigerConnect Application

Baptist Health South Florida (BHSF) seeks to provide a **secure platform to allow for texting** Protected Health Information (PHI) and to **improve communication efficiency**.

What is TigerConnect?

TigerConnect is an industry-leading solution that will enable our care teams to communicate in a secure and HIPAA-compliant manner while streamlining and improving communication workflows throughout our health system.

Quick Training Videos

- [TigerConnect Mobile Videos](#)
- [TigerConnect Desktop Videos](#)
- [TigerConnect Additional Videos on Vimeo](#) (all videos)

Why should I use TigerConnect?

The Health Insurance Portability and Accountability Act (HIPAA) mandates that PHI in healthcare **must be safeguarded** and SMS texting of PHI is a violation of HIPAA rules & BHSF policy. The penalties for HIPAA violations can result in a \$50,000 penalty per violation. TigerConnect provides a platform to achieve HIPAA compliance by securely texting PHI.

How do I activate TigerConnect?

You will receive an external welcome email from Baptist Health TigerConnect Admin providing instructions and links on how to activate. If you have any technical issues, please call **1-833-894-2473** for the **HELP DESK**.

| From | Subject |
|-----------------------------------|---|
| Baptist Health TigerConnect Admin | [External] Activate your Baptist Health account on TigerConnect |

What do TigerConnect features allow you to do?

- Text care team members in a secure, HIPAA-compliant way
- Attach images, videos and documents
- Use message forwarding and priority messaging
- Send group messages
- See when messages are delivered and read
- Set Do Not Disturb auto-replies
- Messages auto delete after a set amount of time
- Secure Voice and Video calling, with number masking

Future features:

- Visibility to on-call care team via Roles
- EHR integration to route results and alerts in a timely manner
- Nursing alarms notifications

What if a recipient has not activated their account and I send a message to them?

The recipient will receive an email notification to activate TigerConnect to view the message.



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What if I send a message a recipient who has not checked their TigerConnect mobile app in a while?

The recipient will get an SMS message informing them that they have a message to retrieve.

Can I make voice calls regarding patient care on my cell or office phone rather than the TigerConnect application?

Yes. However, we encourage use of voice calling through the application for *added benefits*:

- You may be able to contact a provider for whom you do not have a phone number.
- You can see the provider's availability status.

Who will have access to TigerConnect?

Medical and Allied Health Professionals, nurses, pharmacists, and other members of the care team.

Can I text patient orders in TigerConnect?

Placing orders through TigerConnect is not possible and prohibited. Please access the EHR either via desktop or mobile (PC Touch) to place orders.

When should I not use TigerConnect?

- Patient orders including consults
- For any communication that is time-sensitive, emergent, or critical
- Critical values

Are TigerConnect text messages saved in TigerConnect or in the EHR?

No. Messages are deleted from TigerConnect after 30 days. Document all text messages involved in making a clinical decision in the electronic health record.

Can I use TigerConnect to take a picture?

The TigerConnect *mobile* application includes this feature. TigerConnect images are not saved to the EHR legal medical record and should only be utilized in certain circumstances where the transmission of an image is essential to clinical care. If there is a need to record the image to the EHR related to treatment/clinical decision purposes, please use the EHR Camera app instead.

What should I communicate to patients if I am taking a picture?

Here are ***best practices*** regarding digital photos for clinical purposes:

- **Verbal consent** should be obtained regardless of whether the patient consented at time of registration/ or annual consent.
- **Inform patients** of the rational for taking a photograph and that a secure platform will be utilized.
- **Respect Patient Privacy and Dignity** - If taking pictures of sensitive areas, always ask yourself if taking the photograph is absolutely necessary.

What are important tips for nurses to be aware of when using the desktop application?

- Logging off from the workstation will log you out in TigerConnect.
- All unresolved messages should be forwarded to the incoming nurse at *shift change*.

Where do I call if I have any technical issues?

1-833-894-2473 for the HELP DESK



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To learn more, please review related policies:

- [BHSF-74220-207.00 Secure Texting of Protected Health Information at Baptist Health South Florida](#)
- [BHSF-6400 Electronic Devices at the Workplace](#)
- [BHSF-74220-200.00 Safeguards – Safeguarding of Patient Information: General Rule](#)
- [BHSF-74220-202.00 Safeguards – Safeguards for Verbal, Written, and Electronic Patient Information](#)

Quick Reference Guides

- [Mobile TigerConnect Android Features](#)
- [Mobile TigerConnect iPhone Features](#)
- [Desktop TigerConnect Features](#)

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