

7 Ways CC&C Keeps Care Flowing During Outages and Downtime

Cyberattacks are on the rise. According to a recent Ponemon survey, over 88% of surveyed healthcare organizations experienced at least one cyberattack last year.¹ Outages put healthcare organizations, their clinicians and their patients at risk.

Meet TigerConnect, the role-based clinical communication and collaboration (CC&C) software that keeps care teams connected in any situation. TigerConnect doesn't stop working, even when your other systems might. With 99.995% uptime, TigerConnect provides a reliable internal and external channel to keep your communication flowing when EHR or other service interruptions strike.

Let's look at the 7 ways you can use TigerConnect to keep your communication lines open:

1



Keep all employees connected

Provision all staff with TigerConnect to make sure every member of your health system can receive broadcast updates and alerts during outages or downtime. Plus, securely message or call each other.

2



Have a disaster recovery plan

Don't wait for a cyberattack or EHR outage to protect yourself. Create outage-support broadcast lists, roles, groups, forums, and teams so staff can quickly connect when crisis situations occur.

3



Set up a private channel for executive and clinical crisis planning

Orchestrate a cohesive crisis response by collaborating with executive and clinical teams in a private, secure group that exists outside of interrupted systems.

4



Utilize in-app calling to reach any staff by video or voice

Securely text or call any TigerConnect-provisioned user. This way, you can continue to meet your clinical protocols for order requests that may require verbal acknowledgment.

5



Archive messages for EHR documentation

Turn on or extend Message Archiving to ensure any patient-related communication is available later for EHR documentation.

6



Remain connected to your patients' relatives

TigerConnect can also be used to securely connect to a patient's family or designated contacts, so they remain continually informed about patient status.

7



Keep lines of communication open with providers outside your four walls

Securely connect with other providers or skilled care facilities so patient safety isn't negatively affected.

By taking these 7 steps, your organization will stay connected during EHR outages and downtime. Keep care delivery moving by planning ahead.

Keeping the lines of communication open during a crisis situation is now possible – and easy – with TigerConnect. Take a product tour to see the TigerConnect Clinical Collaboration Platform in action.

[Take a Tour](#)

¹ <https://www.healthcarediver.com/news/88-percent-healthcare-organizations-report-cyberattack-ponemon-institute/696358/>