TigerConnect

Single platform for group communication across multiple sites, both inside and outside health-care settings.

Communication platform which facilitates care coordination by offering secure text messaging and image sharing between health-care providers from the user's mobile device or desktop.

Intended for transient communications and does not replace standard patient documentation, as messages are automatically deleted after 30 days.

ALWAYS ensure you

✓ communicate securely with other clinical staff for matters related to patient care

✓ document relevant communication occurring through the application in the patient's official record of care

✓ follow the best practice and send photos using the in-application camera only

✓ only attach images from your camera files when absolutely necessary as sensitve patient information should not be stored on your device

✓ obtain informed consent before sharing photos and document such consent in the patient's official record of care

✓ use the minimum amount of personal health information required to safely conduct the relevant patient consultation

✓ review and set your notification settings

✓ set your status and Do Not Disturb as applicable

NEVER

X communicate directly with patients using this service

X allow others access to your device or your TigerConnect account

X leave your device unattended when unlocked to ensure no one is inappropriately viewing the screen

X allow others to inappropriately view your screen while displaying sensitive information

X use for non-urgent consults - use either BASE eConsult or eConsult (Store and Forward) for non-urgent consults

Visit our website for training resources for TigerConnect https://mbtelehealth.ca/tigerconnect/ .