

## TigerConnect Patient Engagement

### Frequently Asked Questions - Patient and Primary Contact

#### 1) What is TigerConnect Patient Engagement?

TigerConnect Patient Engagement is a powerful yet easy ways for you and your family or friend's physician or healthcare provider to communicate with you using secure text as well as video chat via TigerConnect.

#### 2) Do I have to download an application on my phone?

No. There are no patient portals to access or logins required for you to remember! Your healthcare provider's staff may ask you to provide your mobile phone number for communication purposes. All that's required is a smart mobile phone (*see Question 4 below*) with a current phone and data plan.

**NOTE:** To activate invitation links TigerConnect Patient Engagement requires your device to be able to send and receive SMS text messages and connect to the Internet using a cellular data or WiFi connection. Both are required when your provider initiates a secure chat session or video call with you and you receive a link to join. Contact your cellular provider regarding any SMS, phone call and cellular data limits or caps. Using secure chat, receiving phone or video calls may result in overages. To help with preserving cellular data, connect to WiFi first if available.

#### 3) Can my provider reach me on a landline using TigerConnect Patient Engagement?

No. An Android or iOS smartphone with a supported web browser (*see Question 4 below*) and the ability to send and receive SMS text messages are required to be able to connect with your provider via secure chat session or video call.

#### 4) I have an Android or iOS device, what else do I need?

In order to be able to engage in a secure chat session or video call with your provider, your device must also have one of the following browsers available on it:

- iOS - Safari
- Android - Chrome/Firefox/Samsung Browser

#### 5) Can I use secure chat or video calling from my computer?

Yes. While secure chat and video calling rely on SMS to initially receive links to initiate a secure text or video call session, you may be able to receive the links via your computer. If your mobile device supports message forwarding (*like Apple's iMessage*) or allows retrieval from a website (*like Google Voice*). If you are able to retrieve your SMS messages on a desktop or laptop computer, the following browsers are supported:

- Windows/Mac: Chrome/Firefox
- Mac only: Safari

If your device is not set up to forward messages to be able to retrieve from a computer, you will still be able to engage in secure chat and video calls using your Android or iOS device.

#### 6) How will I know when my provider is contacting me for secure chat?

Your provider's office may provide you with a 10-digit phone number for you to put into your contacts. You will receive an SMS text message from the number provided that will state the following:

You have a secure message from [Provider's Name] at [Facility Name]. To view or reply, tap here:  
[URL to access your conversation]

**NOTE:** This secure link is available through [Date of conversation expiration].

7) **How do I access my secure conversation?**

Once you have received the link from your provider or physician simply tap it to begin accessing your secure messaging session. You will be asked to enter a 6-digit code (*will be sent shortly after requesting access*) and your Date of Birth. Date of Birth is only requested if you are a patient. Primary contacts will simply need to enter a 6-digit code.

8) **How long do I have to access my secure chat with my provider or physician?**

With the initial SMS text message and each subsequent SMS message you receive from your provider or physician, the expiration date for your conversations will be included in the SMS text message. Once this date has passed, contact your healthcare provider or hospital directly for further communication and to arrange to have the physician follow up with you further.

9) **How will I know when my provider is contacting me for a video call?**

Similar to secure chat, your provider's office may provide you with a 10-digit phone number for you to put into your contacts. You will receive an SMS text message from the number provided that will state the following:

[Provider's Name] at [Facility Name] has invited you to a video call. To join the call, tap here: [URL to access your conversation]

(This link will expire in 1 minute)

10) **Will I have to request access each time I open the link?**

Once you confirm your access with your access code (*and DOB for Patients*), you will be able to continue accessing the conversation for up to 7 days via the link(s) you receive. Every 7 days, you will be asked to provide an access code (*and DOB for Patients*) when clicking a link to access the conversation again.

11) **I've accidentally opted out or unsubscribed from receiving SMS messages from my provider. Can I resubscribe?**

Yes. To opt back in to receiving SMS messages from your provider, simply send the word **JOIN** by sending a text to the 10-digit number they initially received a text message from.

12) **I've misplaced the original SMS text message with the links to my secure chat. How do I contact my provider or physician?**

If you misplace the SMS message with any secure links to existing conversations, contact your healthcare provider or hospital directly for further communication and to arrange to have the physician follow up with you further. Additionally, note that you will receive a subsequent link from the dedicated phone number for your organization if your provider or physician contacts you in the future.