

MultiLine for Healthcare

Enable secure patient communication while meeting HIPAA requirements.

Nurses, field staff and caregivers want to communicate to their patients via channels that the patients want, for example text messaging. Because they are in the healthcare vertical, these users are concerned about compliance and security standards.

MultiLine provides HIPAA-compliant texting and calling through a separate mobile phone number, allowing secure communication between caregivers and patients. Nurses and caregivers can efficiently communicate with patients through the MultiLine app while patients call and text from their own number as normal. All exchanges are encrypted, captured, and documented so you can focus on delivering exceptional patient care, while meeting your compliance requirements.



Value to Provider:

HIPAA-compliant texting and calling

Secure communication of PHI between caregivers and patients.

Safeguard sensitive information

Provides end-to-end encryption; SMS opt-in; SMS redaction.

Efficient communications for caregivers

Works on any device—company-issued or BYO, iOS or Android; no change for patients.

Value to Compliance Teams:

Capture an auditable trail of all mobile communications

Gain visibility into every information exchange between caregivers and patients.

Easily comply with charting requirements

Export messages and audio files for inclusion in the patient medical record.

Improve operational efficiency

Save time for caregivers, reduce management overhead and improve staff utilization.

Value to Mobility Teams:

Provider organizations have full administrative control

Manage numbers, users and policy settings from simple web portal.

Respond immediately to staffing changes

Assign and reclaim numbers in seconds; ensuring continuity of patient care.

Improve staff and patient satisfaction

Configurable “business hours”, call forwarding, simultaneous ringing and more.



Product Features

Secure Business Number

Business- managed number in a secure app that works on any carrier, any iOS or Android device – company-issued or personal; no patient app required.

HIPAA Compliant and Secure

Secure communication of PHI between caregivers and patients, with Cloud Data Storage that is HITECH and HIPAA Certified. All communication data is TLS 256-bit AES encrypted at rest and in transit.

Voice and Text Capture

Built-in voice and text capture that you can export or integrate with your existing archive for inclusion in the patient medical record.

Advanced Call Controls and Integrations

Configurable “business hours,” call forwarding, simultaneous ringing, and call settings. Can be deployed with existing EMM provider for added security and control.

HIPAA-Consent

Capture patient consent from text messages through an automated workflow. All patient consent is captured and available as a report in the admin portal.

SMS Redaction

Identify PHI related keywords and information to redact or block completely from being shared in text messages.

Centralize administrative oversight

User management, policies, reporting, and more – all managed from a single admin portal.



Why Multiline?

Compliance

Securely document mobile communications in a way that is efficient, auditable and full compliant.

Control

Manage communications with full control, greater visibility and the flexibility to address staff transitions.

Cost-Savings

Mobilize more staff for less and retire costly company-issued phones by shifting to BYOD.