

Tiger Tips

Tips to help you get the most out of TigerConnect

Basic Tips

Advanced Tips

Use the **Do Not Disturb (DND)** feature via Settings when you are unavailable or when you are not on duty. **DND silences all notifications to TigerConnect except for Priority (Urgent) messages** and gives you an option to set up a custom auto-reply.



Do Not Disturb

To support a more balanced work-life, **please refrain from sending messages to users who have turned on DND**, as indicated by the visible DND banner on the user's Tiger profile. The user will NOT be alerted of the message and is not responsible for responding to the message in a timely manner.

TigerConnect supports closed loop communication by displaying the status of a message that has been sent. There are four different statuses that could appear on the message:

1. **Failed to deliver** (message could not be delivered)
2. **Sent** (message in route to recipient)
3. **Delivered** (message delivered to recipient's device)
4. **Read** (message read by recipient).



Message Status & Closed Loop Communication

Pay close attention to the status of any message that you send. If you do not receive a 'Read' receipt, be sure to escalate communication in a timely manner.

Note: when ordering consults in Epic, a one-way notification is sent to the consultant in the corresponding Tiger role. The person ordering the consult should follow up directly with the consultant to ensure that the notification was received and to provide more context for the consult request.

When you are sending an important message that needs to be addressed with some level of urgency, you have the ability to send the message with 'Priority' by selecting the exclamation mark button '!' below the message field.

Priority messages will generate frequent and loud notifications until they are read.



Urgent Messaging

Use priority messages only if the situation truly warrants it.

For example, a non-urgent message should never be sent with priority. Likewise, highly urgent clinical messages (codes, strokes, STEMIs) should continue to follow established communication pathways via paging.