TuftsMedicine

Tiger Tips
Tips to help you get the most out of TigerConnect

Basic Tips

Advanced Tips

Roles & Teams

When you need to message a specific on-call provider (i.e. the cardiology consultant) or team of providers (i.e. the inpatient wound care team), you no longer need to log in to a desktop and search the call directory. Rather, simply search for the role or team on your TigerConnect app, using the respective icons at the bottom of the screen. The name of the person(s) occupying that role/team will be visible, and you will be able to message the role/team directly.

When searching for a role or team, use the Search bar at the top of the screen, or use the Filter button at the top left-hand corner of the screen to narrow your search based on the specific site within Tufts Medicine.

Notification Sounds

You are able to choose between 12 different notification sounds for your TigerConnect messages; these notification sounds vary in volume and duration. To test out the different sounds and select the one that is right for you, go to Settings > Notification Sound inside your TigerConnect app.

To ensure that non-priority TigerConnect messages do NOT trigger a notification sound on your phone, go to Settings > Override Do Not Disturb > select Priority & Escalated Message Types.

Attachments

To attach a file to a TigerConnect message, select the appropriate icon below the "Write a message.." field in a TigerConnect conversation. You will be able to attach a photo file, take a photo directly from your camera, record an audio message, or attach a file saved on your phone.

While sending attachments can be a very useful tool for enhancing multi-disciplinary communication, it should never be used to replace bedside evaluation or in-person communication in emergent clinical situations.