

Control Your Availability Using Status

Customize clinical communications, streamline workflow

PerfectServe's status feature allows clinicians to trigger unique predefined communications processes based on different situations.

For example, doctors can personalize the status feature for situations such as "in a meeting" or "in surgery."

Calls are handled based on the clinician's specific instructions, including routing to other members of a physician's care team such as a nurse practitioner or physician assistant.

Status schedule.

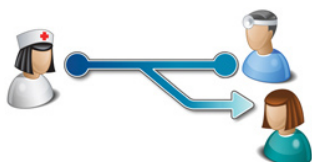
Status can be controlled on the fly or scheduled. When scheduled, a certain status can automatically become active or inactive at a specific time.

How to control status.

Status can be controlled over the phone by calling your PerfectServe number and saying "change my status," or using the PerfectServe iPhone app.

More examples.

In surgery. A surgeon's call flow might play a special recording when "in surgery" to set the expectation that the doctor will receive the caller's message but is not able to respond immediately. This call flow might also include the option to automatically route urgent calls directly to his nurse practitioner.



Available: Urgent calls route directly to physician.

In Surgery: Urgent calls route to nurse practitioner.



Day and night status. Doctors may choose to employ "day" and "night" statuses. During the "day" status, colleague calls may route to a cell phone, while all others route as text messages. During the "night" status, urgent calls may route to a home phone, while all others are held and delivered as text messages at 7 a.m. the next morning.

In the office. When "in the office" and seeing patients, a physician may choose to route hospital calls to a nurse or office backline. At all other times, the physician may choose to receive those calls on his cell or via text message.

Creating status settings.

Status settings can be created based on your personal workflow for situations such as "in a meeting," "at home," "rounding," "in church/synagogue," "at the gym," "with family" and more. To configure status settings for your PerfectServe account, please contact the Help Center at (877) 844-7727.

Please Note: You must have an active Version 5 account to use the status feature. Please call the Help Center if you have questions regarding your account.