

When to Use “Contact a Colleague” vs. “Send a Message”

There are two easy ways you can reach another physician using PerfectServe. By using the “contact a colleague” and “send a message” features, you can reach the right physician, in the right way, at any given moment.

Contact a colleague. When you use “contact a colleague,” your call will route to the correct physician based on the recipient’s workflow, on-call schedule, and personal contact preferences for that moment in time. This means your call may route to an on-call physician.

Send a message. When you use “send a message,” your message is always delivered to the person or persons you have specified, and always as a voice message. On-call schedules and contact preferences are by-passed.

When to use “contact a colleague.”



When you need to contact a physician or service, and you don’t know who is on-call, you can dial your PerfectServe number and say “contact a colleague.”

You can then say the name of a physician or service (i.e., “Hospitalist” or “Resident”), and your call will route to the appropriate person based on his or her contact preferences for calls originating from colleagues.

For example, your call may route directly to that doctor’s mobile phone, or you may be sent to an agent who will transcribe and send a text message.

EXAMPLES: *You should use the “contact a colleague” feature when you need to consult a specific physician or group, but do not know who is covering. You should also use this feature if you need to contact a physician for any urgent matter that requires a timely response.*

When to use “send a message.”



When you want to send a message to a specific physician, you can dial your PerfectServe number and say “send a message.”

You can then speak the physician’s name, and you will be asked to record a voice message for him or her.

You can also send a voice message to more than one recipient or distribution list.

Send a message provides a timesaving alternative to two-way conversations. Just keep in mind that your colleagues may or may not check their PerfectServe voice messages regularly, so time-sensitive messages are often better handled through the “contact a colleague” feature.

EXAMPLES: *A hospitalist may use the “send a message” feature to provide a routine patient update to a primary care physician. You may also use this feature when signing off to a colleague to pass along important patient information.*

