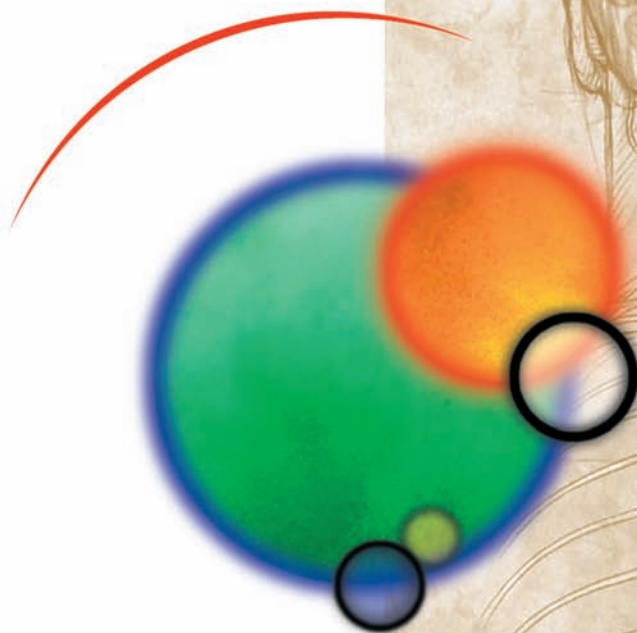


perfect**serve**®



## **PerfectServe TeamAlert**

**7 reasons  
PerfectServe  
notifies patient  
care teams  
more quickly  
and efficiently**

# 7 reasons PerfectServe TeamAlert is better at notifying patient care teams:

**1**

**PerfectServe knows which team members are needed.**

Each type of alert requires a different range of physicians, technicians and staff. When an alert is called in, PerfectServe knows precisely which disciplines are required, depending on the type of event. We will notify the appropriate individuals – whether inside or outside the hospital – in the time it takes to make a single phone call.

**2**

**PerfectServe knows which team members are on duty.**

On each team, only a certain number of individuals are on duty at any given time. Manually interpreting schedules and call instructions can waste valuable seconds – or minutes. PerfectServe always knows which staff members are on duty, and who is on-call. Calls are placed to the appropriate team members within seconds of the alert being called in.

**3**

**PerfectServe escalates automatically when a team member is non-responsive.**

If a team member doesn't respond to an alert within a specific time period – two or three minutes, typically – we automatically send the alert again to the individual. If no response is made then, we will send an alert to another team member, or to the department in which the non-responsive team member works.

**4**

**PerfectServe accommodates all types of contact devices.**

PerfectServe knows how each team member wishes to be reached at any moment in time. And the PerfectServe platform is compatible with all contact devices. We can send real-time calls to cell phones, and we can send pages and text pages. We can also push message notifications out to cell phones and the team can retrieve them in seconds.

# 5

**PerfectServe informs team members of the nature, location and seriousness of the event.**

PerfectServe is able to take brief information from the person calling in the alert – the nature of the emergency, for example, and the location where assistance is needed. So each team member who receives the call has an idea of what to expect when he or she reaches the patient.

# 6

**PerfectServe summons team members wherever they might be.**

Unlike overhead paging, PerfectServe is not bound to any specific location. Our notifications can be sent to team members anywhere – in the hospital, at a restaurant, at home for the evening, or in traffic. No matter where the team member is located at the moment the alert is called in, PerfectServe can complete the contact.

# 7

**PerfectServe documents each and every alert event.**

PerfectServe TeamAlert automatically documents each alert, the event type, and the contact outcomes, including each team member's receipt of the notification. We can provide reports weekly, monthly, or on an as-needed basis. We are even able to provide an online "dashboard" that charts team alerts as they occur – with appropriate security measures in place.



***“Schedules are constantly changing. But we never have to worry about that.”***

***“PerfectServe knows what doctor is on-call and which respiratory therapist is on duty. When we call the one number, PerfectServe gets the message to the right personnel automatically.”***

**— JEFF BEVAN, BSN, RN**  
CLINICAL OPERATIONS ANALYST

***“This has been a very easy program to institute, thanks to PerfectServe. When the nurse needs assistance, she just dials the Rapid Response number, and the team is there.”***

**— KAREN VENNEKOTTER**  
ASSOCIATE NURSING ADMINISTRATOR

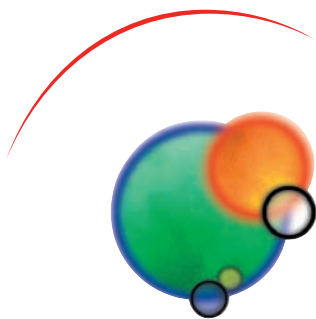
**Your staff –  
and your patients –  
deserve every second  
you can give them.**

***“We dial just one number, and from five to forty people are alerted simultaneously, via whatever device – phone or beeper – that they’re using at that moment.”***

**– DEBBIE PRATT**  
PATIENT ACCESS COORDINATOR

**If patient care team notification  
is a priority for you, call 1-877-844-7728.  
Or visit [www.perfectserve.com](http://www.perfectserve.com).**

**One Number.  
One Call.  
Any Physician.  
Anywhere.**



**perfectserve®**

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