



How much is your answering service really costing you?

Traditional after-hours answering services are notorious for making mistakes that could be costing your practice more than you think.

MISTAKE

Nonurgent after-hours messages



HARD COSTS

SERVICE FEES

When the after-hours message is nonurgent and unnecessary, the fee is too.

SOFT COSTS

PHYSICIAN DISSATISFACTION

Nonurgent interruptions leave physicians feeling like they have little to no control over their schedules.

\$ OPPORTUNITY FOR SAVINGS

Automated 24/7 or after-hours answering service technology can delay the delivery of routine and nonemergent messages until business hours resume.

MISTAKE

Lost or delayed consult requests



HARD COSTS

ANCILLARY REVENUE

If hospitals and colleagues cannot reach you in a timely manner for consult requests, they'll consult someone else and you'll lose revenue.

SOFT COSTS

PRACTICE REPUTATION

The reliability of your work and practice will be questioned if consult requests are lost or delayed.

\$ OPPORTUNITY FOR SAVINGS

Receive all consult requests in real time, automatically delivered to the on-call provider who can take action in the moment.

MISTAKE

Lost or delayed patient messages



HARD COSTS

RECURRING REVENUE

Patients are usually loyal to their physicians, but if they feel like their medical concerns are being ignored, they may find a new one.

SOFT COSTS

PATIENT SATISFACTION

Negative patient experiences lead to decreased word-of-mouth referrals and numerous complaints for your staff to manage.

\$ OPPORTUNITY FOR SAVINGS

Receive patient messages in real time, automatically delivered to the on-call provider who can take action in the moment and communicate directly with the patient. Caller ID protection safeguards personal contact information.



BONUS OPPORTUNITY FOR SAVINGS

Inconsistent and numerous service fees can really add up. Automated 24/7 or after-hours answering service technology can save more than \$1,000 per month.

PerfectServe provides after-hours or 24/7 call management — with customized call routing based on workflow, call schedules and personal preferences.

Call 866.844.5484 or visit www.perfectserve.com/demo to learn more.