![perfectserve]

Empower Effective Nurse Communication

Despite being at the center of care coordination, nurses are still burdened with siloed communication.

80% of all serious medical errors involve miscommunication.[1]

34.6% of nurses' time is spent on inefficient communication.[2]

14% of messages go to the wrong clinician at the wrong time.[3]

PerfectServe's solutions support all clinical communications in one environment, which reduces care delays and gives valuable time back to nurses for patient care.

Mobilize Nurses With On-the-Go Access

PerfectServe's NFC capability—whereby a single sign-on login is initiated with a tap—supports a shared device strategy, ensuring each nurse gets the right messages and patient list every shift.

Reach the Right Clinician Every Time

Integrating the clinical directory and schedules to power Dynamic Intelligent Routing® ensures messages reach the right clinician every time.

Delegate and Automate Nonclinical Tasks

Automation and escalation rules allow messages to be routed to nonclinical staff or escalated when appropriate.

Reduce Care Delays

Shorten Communication Cycles

HIPAA-compliant texting between clinicians and with patients, their family members, and their PCP supports quick and easy communication.

Remote Nurse Call Response

Integrating nurse call allows nurses to respond to patients in a timely manner. Nonclinical requests can be routed to support staff.

## Centralize Care Team Coordination

Strengthen clinical collaboration with a centralized directory and one-click connection to providers on call, code teams, patient care teams, patients, family members, or PCPs.

Custom alert tones can be implemented to signify admissions, transfers, discharges, STAT notifications of orders, critical lab results, code teams, or emergency mass messaging. Auto-escalations ensure timely response.

258k Nurse Users

151k Physician Users
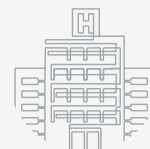
500+ Hospitals

Your Communication Hub

Remove barriers to effective communication so clinicians can focus on effective care. We help by:

Connecting People
- Providers, nurses, support staff
- Patients, their families, PCPs

Without Bounds
- Inpatient & ambulatory
- Call/Transfer centers

Using Any Message Type
- Voice, video, text, pager
- Wave forms, lab results
- Mass communication
- EHR embedded messaging

Improve Outcomes for All

PerfectServe works closely with clients to learn which outcomes are impacted by communication and how we can support their efforts to improve patient care.

- **68%** Reduction in physician callback time[4]
- **25%** Fewer nurse phone calls to patients[5]
- **32%** Decrease in readmissions[5]
- **2.4%** Increase in hcahps scores
- **5.2%** Reduction in overtime hours[4]
- **Improved** nurse satisfaction
- **Reduced** noise and alarm fatigue

Connect with us to learn more about our clinical communication, patient engagement, and call center solutions.

> PerfectServe has changed contacting physicians from a 10-step process to a one-step process.
>
> **– Tim Hortter, BSN, RN, CCRN**
> Critical Care Nurse, Orange Coast Medical Center[2]

About PerfectServe

PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.

To learn more or schedule a demo, please contact us:

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