

Unify Communication, Improve Speed to Care



Customer Reported Improvements

13sec

Reduced time to contact on-call providers from 8 mins

73%

Improvement on rapid response times

+2.3pts

on HCAHPS hospital rating

42%

Improvement on critical lab result acknowledgment time

\$680k

Savings after replacing answering services and pagers

Connect Care Team Members

Clinical communication and collaboration (CC&C) platforms are HIPAA-compliant solutions that provide voice, text, and video capabilities to physicians, nurses, and other care team members to streamline care delivery. They can be accessed from any location via smartphone and desktop apps, and they can also be embedded directly within the EHR.

Outcome Oriented

Where a secure messaging solution traditionally provides HIPAA-compliant texting and voice communication, the enhanced workflow capabilities of a CC&C platform are more outcome-oriented, such as improving response times for sepsis and STEMI activations or consult requests. They also help with the coordination of admissions, discharges, critical lab and radiology results, and trauma alerts.

Clinician Satisfaction

By reducing the time it takes to coordinate care, CC&C platforms enable clinicians to spend more time with patients. This can improve job satisfaction and HCAHPS scores while boosting other metrics like patient safety, outcomes, and throughput.

Intelligent Routing with Built-In Escalations

CC&C platforms like PerfectServe are powered by intelligent routing engines that direct all communications to the right recipient who can take action for any given clinical scenario. Many different variables can be taken into account—such as date, time of day, urgency, service line, on-call schedule, and more—to ensure each message is delivered quickly and accurately. The routing engine also comes with built-in escalation capability as a failsafe, meaning communications that aren't actioned within a predetermined time frame are automatically sent to the next person in line.

Connecting Key Clinical Systems Related to Communication



Call/Transfer Center



Lab/Radiology Systems



Physiological Monitors



Schedules



EHRs



Pagers



Phone Systems



Directory



Nurse Call

Unparalleled Value for Clinicians and the Hospital



Providers

Protect physicians' time and improve speed to care with a comprehensive clinical communication solution.

- Prevent unnecessary disruptions
- Accommodate personal preferences
- Reach the right clinician every time via text, call, or video
- Reduce communication cycle times, provide instant notification of critical results and consult requests



Technology Teams

Consolidate and integrate communication platforms while improving the nurse and provider experience.

- HIPAA-compliant, SOC2 certified
- Cloud-based orientation unifies locations
- Reduce total cost of ownership—replace pagers, DECT phones, texting, and call center solutions
- Integrate with EHRs, middleware, scheduling and nurse call solutions, call/transfer center systems, DECT phones, and laboratory information systems



Nurses

Give valuable time back to nurses to improve patient care and reduce burnout.

- Improve response times from providers
- Reduce ambient noise from sources like overhead paging
- Enable nurse call response from any location
- Differentiate alarms to reduce disruptions



Operations

Improve hospital metrics with an outcomes-based approach to communication.

- Faster clinician response times accelerate patient throughput
- Automation eliminates tedious manual workflows
- Drive improved clinician satisfaction & HCAHPS scores
- Consolidate clinical systems and reduce overhead costs

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:

866.844.5484

sales@perfectserve.com

perfectserve.com