

# PerfectServe Operator Console

What It Is, Where It Fits, and Why It's Better

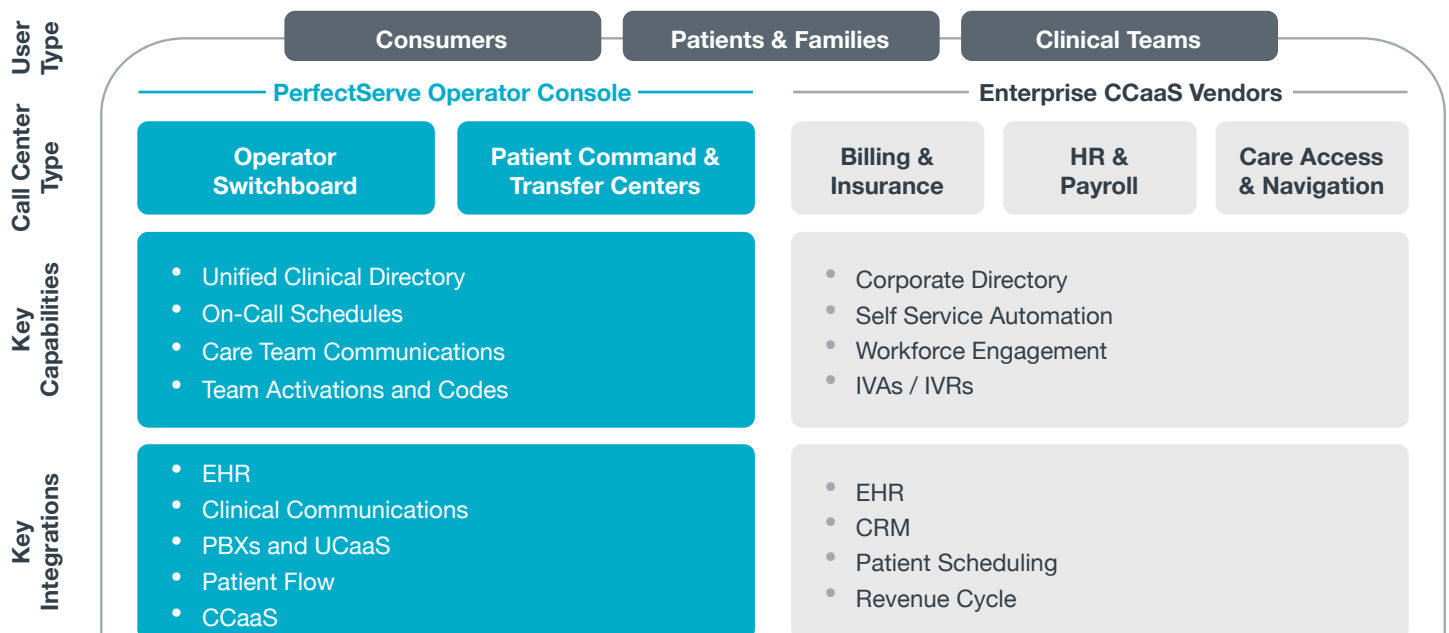
## What is PerfectServe Operator Console?

Operator Console is a cloud- and browser-based replacement for legacy on-premises vendors. For hospital switchboards and transfer centers, it promotes operator efficiency with more intuitive workflows that make it much faster and simpler to look up key information. This means shorter calls, higher first-call resolution, more calls handled by operators, and ultimately, quicker speed to care and enhanced patient safety.

### Operator Console offers the following features:

- An **inbound call interface** that is purpose-built to improve workflow efficiency for hospital switchboard and transfer center operators.
- A **unified clinical directory** that includes locations, clinicians, on-call providers, response teams, and patients to reduce time-consuming searches for operators.
- **Call actions** that enhance operator speed, including inbound queuing & routing, park, park and page, warm and blind transfers, and messaging.
- **Team activations** that allow single-click initiation of stroke, STEMI, and code events to reduce response times and time to treatment, thereby improving patient outcomes.
- **Key interfaces** like EHR, pager, SMS, clinical communication system, provider schedules, nurse call, hospital phone system, PSTN, and overhead paging that are included out of the box to reduce setup time and integration costs.

## Where Does Operator Console Fit?



# Why is Operator Console Better?

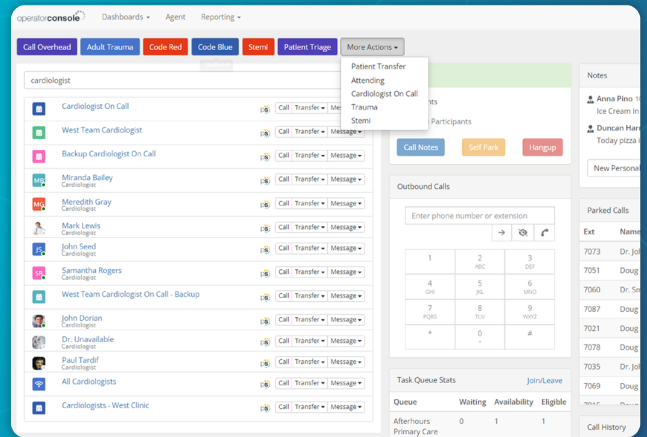
Operator Console offers a number of benefits versus the legacy vendors in this space.

The solution:

- Supports cloud-based, anywhere access with no proprietary hardware
- Allows virtual call center models to support optimization of health system resource usage
- Offers superior reliability and scalability
- Reduces agent burden through unified search and two-way messaging capabilities
- Supports broader integration goals of the health system

## Drive Real-World Results with Modern Technology

By deploying PerfectServe Operator Console, you can tap the latest in healthcare communication technology to drive powerful real-world results in your hospital call center. Talk to us today to learn more about reducing operator frustration, expediting care delivery, and improving contact workflows!



## 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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