

Connect with Patients and Families



Advance Specific Patient Care Goals

Customize messages and connect with patients securely for:

- Appointment reminders and instructions
- Post-procedure follow-up
- Patient and family member care navigation

Connect Live—On the Fly or Scheduled

Convert ad hoc connections into income generating telehealth visits.

- No apps to download or passwords to remember
- HIPAA-compliant video connection
- Patch in family members during physician rounds

Automate Patient Engagement

Automate outreach to support patients proactively surrounding an appointment, procedure, condition, or established care plan.

- Pre-appointment preparation
- Follow-up communication:
 - Test result delivery
 - Care plan adherence info
 - Satisfaction, pain, and other surveys

Patients want convenient, safe access to care.

79% of patients want the ability to use technology when managing their healthcare experiences.¹

70% sustained patient response rate to text-first outreach, reducing calls from nurses by **25%**².

✓ **Reduce**
unwarranted
admissions

✓ **Increase**
patient
satisfaction

✓ **Minimize**
patient
no-shows

✓ **No app**
or portal
required

Rebooting the Patient Experience

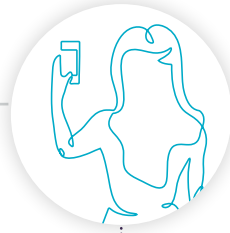
Patient has a health concern after discharge and phones provider.



Patient leaves message which is instantly routed to correct provider despite last minute change to on-call schedule.



On-call provider receives message and clicks to respond by phone.



Video consult is completed without patient ever downloading an app.



Provider suggests a video visit and sends text with link for HIPAA-compliant video consult.



2 Weeks Later

Patient receives an automated text reminder for follow-up appointment and confirms.



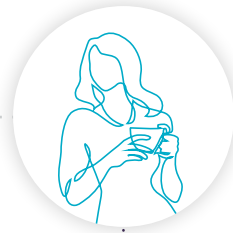
2 Days Later

Upon arrival at the location, patient texts to confirm their arrival.



10 Minutes Later

Provider texts the patient that they are ready for them to come inside.



Day After Visit

Provider sends a brief text reminder about next steps or sends a survey.

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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1. New Data Finds 69% of Americans Would Consider Switching Healthcare Providers for More "Appealing" Services – Same Day Appointments Top the List. BusinessWire, February 15, 2022. <https://www.businesswire.com/news/home/20220215005224/en/New-Data-Finds-69-of-Americans-Would-Consider-Switching-Healthcare-Providers-for-More-%E2%80%9CAppealing%E2%80%9D-Services-%E2%80%93-Same-Day-Appointments-Top-the-List>

2. Cutting Readmissions by 32% With Provider-Patient Texting. Success Story on Park Nicollet Methodist Hospital. PerfectServe, 2022: perfectserve.com/success-stories/cutting-readmissions-patienttexting-park-nicollet/