

Unified Communication

Accelerate Speed to Care



Improved Outcomes for All



Fewer Communication Errors and Delays



Improved Speed to Care



Faster Physician Response Times



Fairer, More Complete Provider Schedules



Increased Patient Satisfaction



Bring Joy Back to Caregivers



Faster Discharge Times



Reduced Vendor Footprint



Increased Nurse and Physician Time at the Bedside

30k+

Practices

673k+

Clinicians

500+

Hospitals

100+

Organizations

PerfectServe has over 25 years of experience improving clinical workflows with automation and intelligent routing. With its five integrated solutions, the Unite platform supports speed to care, improves care team collaboration, and promotes clinician wellness through better scheduling and communication.



Clinical Collaboration

- Ingest information from multiple systems and simplify complex care coordination workflows to accelerate speed to care.
- Deliver the right message to the right person at the right time with communication powered by Dynamic Intelligent Routing®.



Operator Console

- Allow agents to seamlessly connect inbound calls to reduce long hold times, improve throughput, and improve the call-in experience for patients and referring providers.
- Cloud-based solution supports location-independent, virtual call queues to mobilize agents on the most critical queues at every moment.



Lightning Bolt Scheduling

- Support provider wellness initiatives and save time for scheduling administrators by creating optimized schedules that are complete, accurate, and equitable.
- Marry schedules with patient demand to improve patient access.



Patient Engagement

- Support patients and families before, during, and after care with HIPAA-compliant messaging, SMS outreach, video visits, virtual waiting room functionality, and more.
- Ensure that your patients are well prepared for all procedures, from routine wellness visits to complex surgeries.



Practice Communication

- Enhance provider, staff, and patient experience with an intuitive, fixed-fee platform that automates routine inquiries and tasks while making it easier for patients to get answers.
- Eliminate unnecessary interruptions with an automated answering service that uses customizable practice settings and routing technology to direct communications to the right person or place.

Drivers of Value for PerfectServe Customers

Financial Performance

- \$680K** Annual savings from hardware and vendor replacement
- 5.2%** Reduction in length of stay
- 2,000** More patients served per year following call center automation
- 5.2%** Reduction in nurse overtime

Patient Outcomes

- 32%** Reduced readmissions allowing patients to remain at home
- 42%** Faster acknowledgment times for critical lab results
- \$600K** Avoided by reducing patient harm from care transitions
- 20%** Reduction in patient falls

Clinician Experience

- 76%** Decrease in time to initiate communication with EHR embedded messaging
- 68%** Reduction in physician call back time
- 26%** Increase in nurse user satisfaction with nurse mobility module
- 0** Three-year specialist turnover after fatigue-busting schedule overhaul

NOTE: Data points represent outcomes from individual PerfectServe clients.

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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