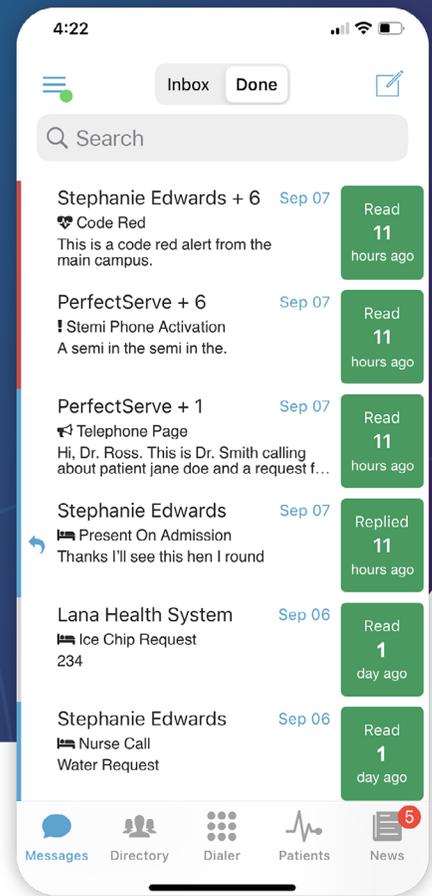


# PerfectServe and Your EHR: Better Together

PerfectServe is Purpose-Built to Enable Enterprise Health System Communication



## PerfectServe Has Superior CC&C Capabilities

	perfectserve	EHR	
CC&C Capabilities	Omnichannel Communication	●	●
	Alert Escalation Management	●	●
	Dynamic Routing	●	●
	Non-Clinical Staffing Connectivity	●	●
	EHR Downtime Availability	●	●
	Groups, Departments, Roles	●	●
	Clinical Results Delivery	●	●
	Public Clinical Directory	●	●
	Enterprise Alerting	●	●
Enhanced Digital Rounding	●	●	
Modular	Provider Scheduling	●	●
	Patient & Family Communication	●	●
Integrations	Call Center Platform	●	●
	EHR Integrations	●	●
	Nurse Call / Devices	●	●
	Enterprise Telephony	●	●
	Pager System Integration	●	●
	Labs and Imaging	●	●
	VICU / Patient Command	●	●
	Patient Flow	●	●
RTLS / Supply Chain	●	●	

PerfectServe has a clear advantage over EHR-based secure messaging when it comes to enabling unified communications and enhancing the functionality of other HIT investments. That's why your EHR works best when it's paired with PerfectServe.

“We are aware of [EHR messaging solutions], but we need a vendor that **directs communications to the right individual based on role and uses multiple communication channels.**”

—CMIO, Regional Health System

● Market-leading capabilities    
 ● Some existing capabilities    
 ● Capability expansion on product roadmap    
 ● No existing capabilities or roadmap to development

# PerfectServe and EHRs Solve Different Health System Problems

## Only Minor Overlap in Value Proposition and Capabilities

PerfectServe’s mission is to drive positive cost and efficiency outcomes by consolidating disparate systems to make unified care team communication a reality. EHR software transforms patient care in many ways, but communication is not one of its main competencies. PerfectServe will never replace your EHR, but it will make it a better communicator.



PerfectServe’s enterprise communication platform provides multiple modalities to facilitate inter-clinician and clinician-to-patient communication.

- Patient Texting
- Secure Texting
- Pager Replacement
- Nurse Call
- Provider Scheduling
- Clinical Directories
- Enterprise Alerting
- Video Visits
- After Hours Answering Service
- Operator Call Center Console



EHRs are critical tools, but their communication functionality is limited in scope compared to a true CC&C solution.

- Patient Records
- Secure Texting
- Patient Scheduling
- Patient Portal
- Order Entry
- Analytics & Reporting
- Clinical Documentation
- Bed Management
- Clinical Decision Support
- Revenue Cycle Management

● = Enables Communication

“**[EHR] integrations** with on-call schedules, automated messaging and routing, and alert management (e.g., bedside monitors, on-call messaging to providers) are **basic or ‘immature’ and unable to support large health systems.**”

—Oversight Executive, Large EHR Vendor

# Key EHR Secure Messaging Limitations

## How the Differences Play Out in Real Life

EHR-based secure messaging lacks complete communication and collaboration capabilities compared to PerfectServe, leading to workflow inefficiencies and potential patient safety concerns. Here are some key limitations for EHR secure messaging compared to PerfectServe:

1

### Challenges During EHR Downtime:

Any messaging solution that relies on the EHR can lead to communication disruptions during EHR downtime, which can impact critical care coordination and patient safety.

2

### Limited Routing Capabilities:

EHR secure messaging lacks advanced routing features, making it challenging to direct messages to the appropriate recipient based on role, availability, or urgency.

3

### Limited Scheduling Capabilities:

EHRs that offer secure messaging functionality lack robust on-call and advanced scheduling capabilities, making it difficult to manage provider availability, optimize schedules, and ensure efficient communication during off hours or emergencies. Some EHR vendors have discussed adding scheduling modules, but the focus will be on-call only. The ability to manage on-call in line with all other scheduling and vacation management is critical. PerfectServe can handle that, but EHRs cannot.

4

### No Escalation Capabilities:

Unlike PerfectServe, EHR secure messaging solutions do not offer escalation capabilities, which can lead to delays in critical communications and compromise patient safety.

5

### Deficient Clinical Alert Management:

EHR secure messaging solutions do not provide robust clinical alert management capabilities, limiting their ability to support complex routing and resolution of clinical alerts such as code blue or rapid response.

6

**Limited Integration Opportunities:**

EHR secure messaging solutions have limited integration options with other healthcare applications and devices, hindering interoperability and seamless communication across different systems.

7

**Limited Support for Operational Communications:**

EHR secure messaging solutions are limited to patient-centric communication, while a dedicated CC&C solution allows for non-patient-based communication about things like operational updates, weather alerts, and downtime notifications.

9

8

**Absence of Operator Console:**

EHR secure messaging solutions lack an operator console for call/transfer/command centers, which limits the ability to efficiently manage inbound calls, activate emergency alerts, or access clinical staff and secure messaging.

**Absence of a Waterfall Cascading Page System:**

EHR secure messaging solutions lack a waterfall cascading page system, which is essential for ensuring that urgent messages are received and responded to promptly.

10

**Restricted Access for Non-EHR Users:**

Leading EHR vendors often limit secure messaging access to EHR users only, making it challenging to collaborate with external providers, staff not on the EHR, or patients outside the EHR ecosystem.

11

**Limited Telephony:**

EHR secure messaging solutions have limited telephony capabilities, but it typically costs extra, and calls can only take place between users of the secure messaging platform. This limits the platform's real-time communication capabilities, as organizations and healthcare professionals who don't use the same EHR are effectively outside of the walled garden.



**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 reserve a demo with an innovative partner, please contact us:*

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