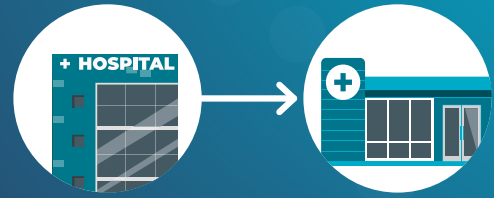


From the Hospital to the Clinic:

After-Hours Call Management for Your Medical Practice



Communication Breakdowns?



One physician shared,
“We work in a hospital and need answering services for calls coming from the ER and inpatient calls.”



Maybe you're rounding at the local hospital and patients from your practice leave you non-urgent messages, or worse, the **urgent requests don't reach you**. Your team back at the clinic has no idea who left a message or when.



Good news: Your callbacks don't have to get lost in the void anymore. You can ensure both urgent and non-urgent messages are routed properly—every time.



You might be familiar with PerfectServe's secure messaging app at the hospital. Did you know our after-hours call service **smooths out the communication process** too?

I'd like to get help with after-hours patient calls...

Can we keep our current phone number?

Five Ways

this Medical Answering Service Lightens the Load

- 1 Answering Service**
Customize your call routing so it works on your terms—the way patients and fellow clinicians understand.
- 2 Voice-to-Text Option**
Get the name, number, and topic transcribed instead of trying to guess what that last page was about.
- 3 On-Call Management**
Set call schedules with the flexibility for admins, nurses, and doctors to make updates or shift swaps on the fly. Plus, know with confidence who's covering each night, weekend, and holiday.
- 4 Crystal Clear Call Tracking**
Every interaction is documented, whether it happens after hours or during regular business hours. No more digging through old emails or waiting on a call service report.
- 5 Security & Privacy**
One-touch callbacks that shield your personal number and facilitate HIPAA compliance.

For a quick overview:

[Watch This Video](#)

If you're ready to see how it can work for your practice, [contact us](#) today.

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The process of utilizing the after-hours call service for our OBGYN office provided by PerfectServe has been incredibly easy and smooth, allowing us to efficiently handle patient calls outside of regular office hours.



Office Coordinator Jaylee
Women's Health Associates

[Read the Case Study](#)

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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