

AI at PerfectServe

Transforming Speed To Care



perfect**serve** SUMMIT

Speakers



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A Note from Our VCIO



Agenda

Overview: AI Opportunities

AI Voice Use Cases & Demonstration

AI Copilots in Scheduling and Communications

AI Enhanced Data and Analytics

Your Ideas!

AI Opportunities

Voice Use Cases & Demo

- Enhancing after-hours service
- Monetizing your after-hours calls
- Virtual Operator Console agent
- Virtual nurse triage

Scheduling Copilots

- Superpowers for schedule administrators
- Rapid access and changes for providers

Communication Copilots

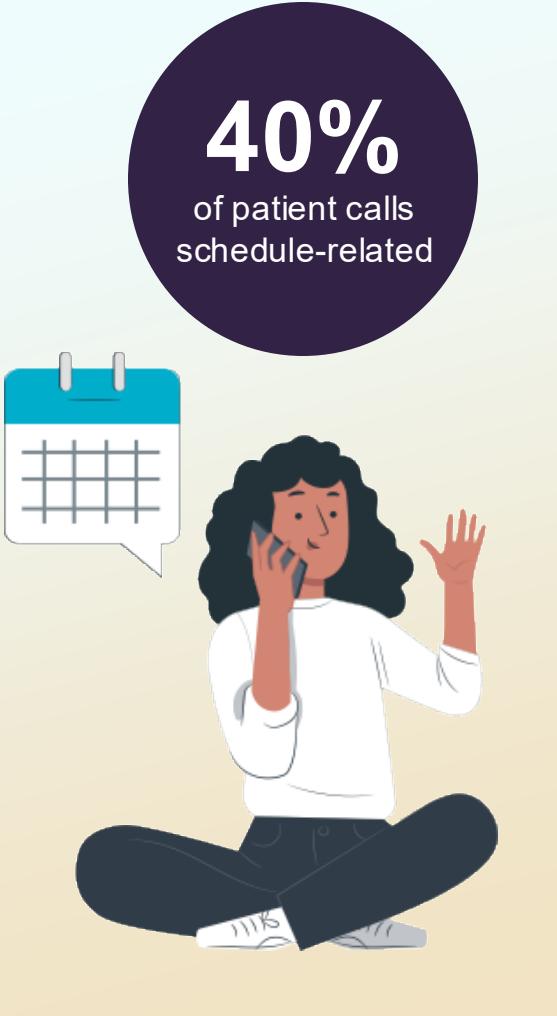
- Instant access to schedule data
- Enhanced message completion & voice messaging
- Enhanced routing

AI Enhanced Data and Analytics

- Setting and tracking KPIs*
- Visual workflow reporting*
- AI prompting interface

**Use of AI not required*

Voice Use Cases



40%

of patient calls
schedule-related

Enhancing After-Hours Service

Part I: AI Call Triage and Routing

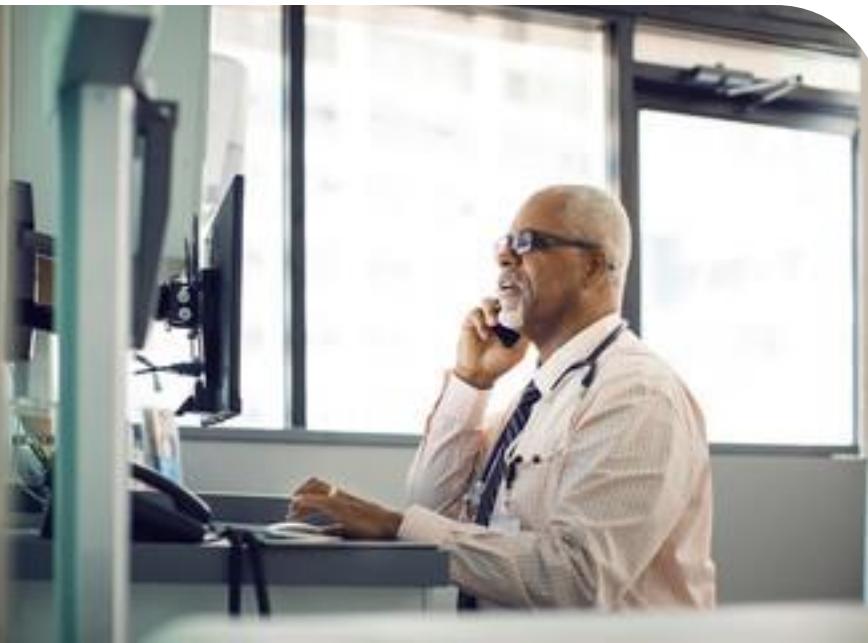
- Natural caller experience
- Reduced caller selection error
- Call documentation

Part II: EHR Integration Opportunities

- Patient self-scheduling & changes
- Prescriptions
- Normal results

Monetizing Your After-Hours Calls

- AI categorizes and documents calls
- Creates billing record to the EHR or PMS



CPT Codes

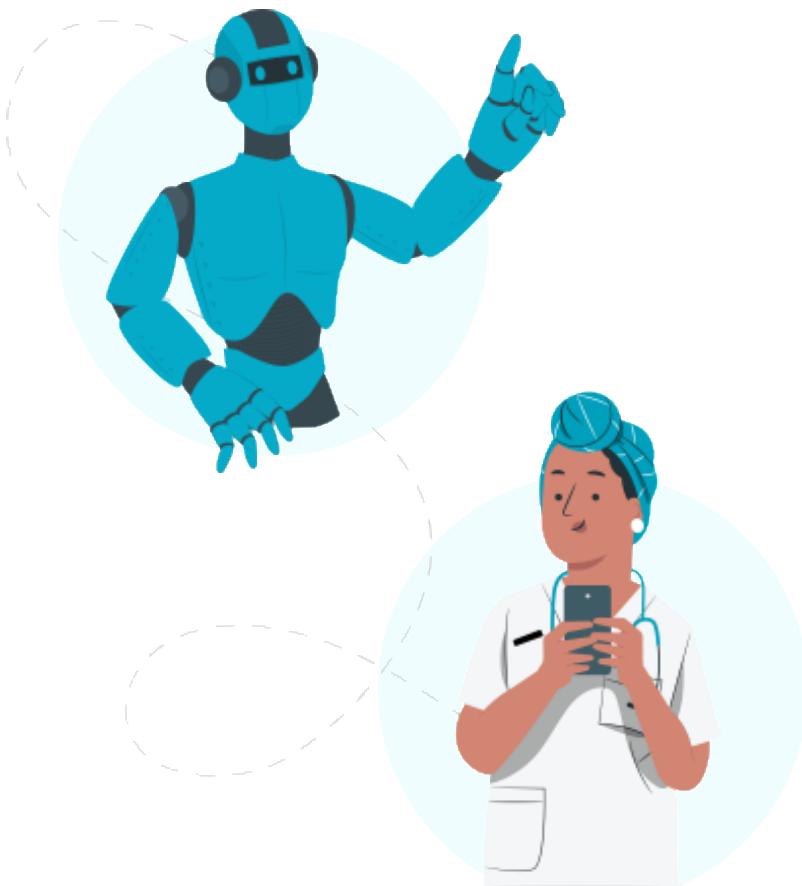
- Codes for both physician and non-physician providers
- 5-10 min, 11-20 min, 21-30 min codes
- Call must be medically necessary and documented to the patient record

Virtual Operator Console Agent



- Offload routine and repetitive calls
- Integrates with existing EHR feed
 - ***I'm Jane Doe's father and would like to speak with her.***
- Integrates with clinical directory
 - ***I'm looking for the hospitalist on call.***
 - ***I'm looking for the 3A charge nurse.***
- Fallback to operator
- Improve operator job value and satisfaction

Nurse Triage



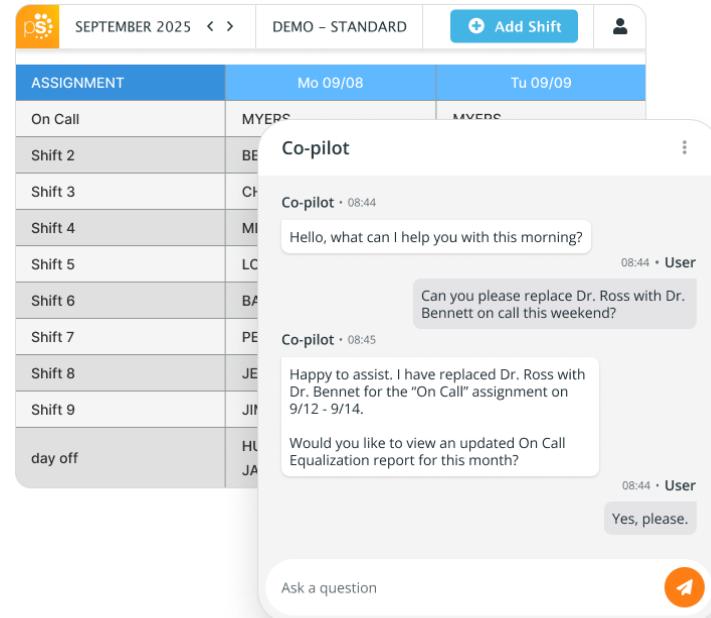
- AI-assisted nurse triage
- Use of Schmidt-Thompson Protocol
- Fallback to live nurse
- Nurse training and review tools

AI Copilots

Schedule Administrator Copilot

Gives You Schedule Administrators Superpowers

- Automate tasks
- Reduce workload for scheduling runs
- Faster rule creation and management
- Coordinate provider preferences automatically



Provider Scheduling Copilot

Meet Busy Providers Where They Are

- Ad hoc summary of shift/schedule data on request
- Quickly process swaps and requests
- ***Can be embedded into our communications app!***

9:41

My Schedule

9:44 • Dr. Bennett

How many Friday call shifts have I worked this year?

Co-pilot • 09:44

Hello Dr. Bennett, you have worked 12 Friday call shifts so far this year.

Would you like to compare the number of Friday call shifts you worked last year?

09:45 • Dr. Bennett

No, please create a swapportunity for my call shift next Friday

Co-pilot • 09:46

Of course! Who would you like me to include in this swapportunity?

Ask a question

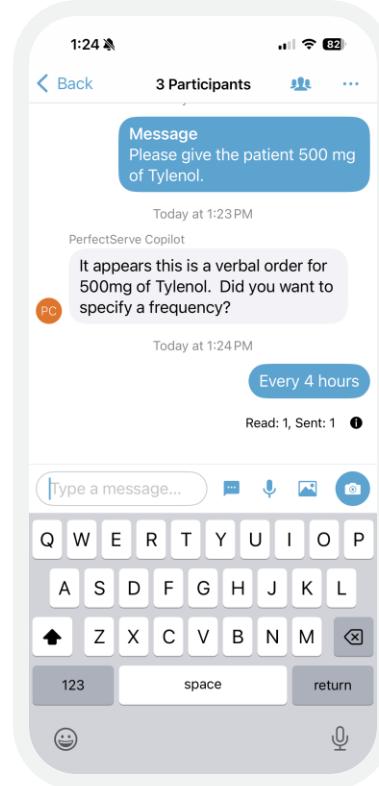
My Schedule

All Schedules

Communications Copilot

Reduce Communication Friction

- Get complete details for all message types the first time, every time
- Reduce incomplete messages and unnecessary back and forth
- Voice activated messaging & calling:
 - *“Tell the 3A charge nurse I’m on my way.”*
 - *“Call the hospitalist on call.”*



AI-Enhanced Data and Analytics

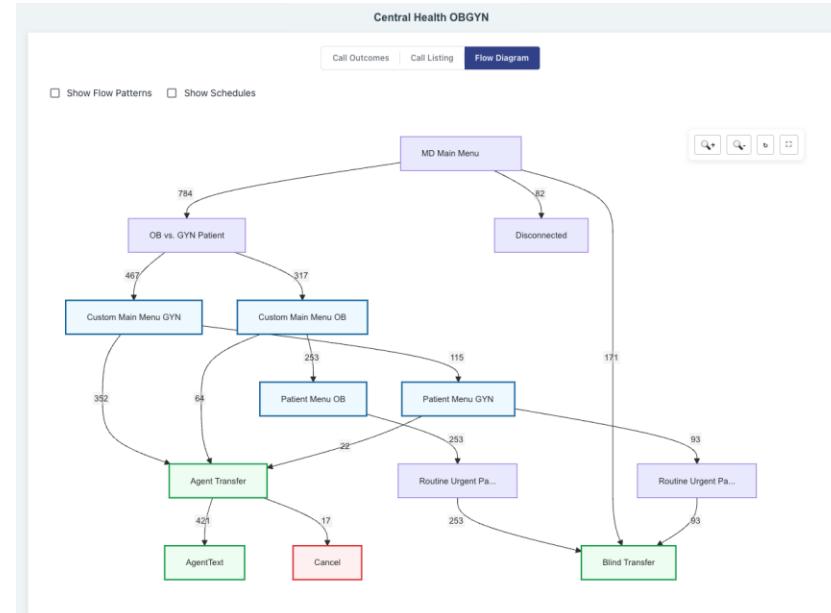
Setting and Tracking KPIs*

- Set KPI thresholds
- Get historical views of KPI adherence
- Set alerts and notifications when KPIs are exceeded



Visual Workflow Reporting*

- Clearly understand how frequently specific voice and message workflows are being activated



AI Prompting Interface

- Rapidly **find** and **summarize** lapses in **speed to care**
- Generate data/reports that are not available through the standard reporting interfaces

PerfectServe AI

Please show me the full details for the slowest response to an urgent message last Saturday?

Interaction Details

- Incoming Call: (201) 320-2040 at Saturday, Sep 20, 3:06 PM
- Call Duration: 5m 32s
- Recipient: Wayne Fiscus MD
- Patient: Vijay Jethanandali
- Priority Level: Urgent

Response Timeline:

- Time to Read Message: 11s (excellent)
- Time to Callback: 7h 28m (slowest response of the day)
- Callback Duration: 6m 4s
- Interaction Completed: Saturday, Sep 20, 3:11 PM

Performance Analysis:

- This was the slowest urgent message response on Saturday
- Message was read promptly but callback was significantly delayed
- Total interaction time from initial call to completion: 7h 33m

● Call Duration ● Time to Read ● Time to Callback ● Callback Duration

5m 32s 7h 28m

Ask a follow-up question...



Your Ideas?

Thank you!



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