

# Operator Console

Transfer Center and Hospital Operator to PerfectServe Platform



perfect**serve** SUMMIT

# Speakers



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# Who We Are

## Leading Non-Profit Health System

- Operates numerous hospitals and care centers across the United States as a leading non-profit health system.
  - At scale: 11.9 million physician office and clinic visits, 2.4 million emergency room visits, 1.6 million equivalent discharges, 466,000 surgeries, 414,000 urgent care visits
  - Across 16 states: ~95 hospitals, ~30 senior living, 16,600 available beds, 99,000 associates, 22,300 aligned providers, 5,100 employed providers

## Mission and Care Focus

- Large health system prioritizes compassionate, personalized care with an emphasis on innovation and operational efficiency.

## Challenges and Solutions

- Large health system faced communication challenges in transfer centers and sought solutions to streamline workflows and coordination.



# Challenges in the Healthcare Call Center Landscape

## Fragmented Communication Systems

- Call center systems lack integration, causing fragmented communication, duplicate data entry, and delayed patient care.

## On-Prem Infrastructure Limitations

- Outdated infrastructure leading to outages, inability to decentralize agents, and costly support contracts.

## Need for Unified Solutions

- Healthcare market demands cloud-based solutions to streamline communication and improve operational efficiency.

## Risks from Inefficient Communication

- Outdated contact information & schedules increases risks in patient transfers.



# What PerfectServe Has Accomplished

## Integrated Communication Platform

- The PerfectServe platform combines Operator Console, Clinical Collaboration, and Lightning Bolt Scheduling into one ecosystem.

## Real-Time Messaging and Call Routing

- Enables real-time call routing, secure messaging, and accurate on-call scheduling to reach the right provider quickly.

## Improved Healthcare Outcomes

- Replacing legacy systems helps reduce transfer times, improve provider satisfaction, and enhance patient care.

# How PerfectServe is Different



## Cloud-Native Architecture

PerfectServe uses a scalable, SaaS-based cloud architecture, enabling remote access and automatic system updates.

## Advanced Routing & Operator Console

PerfectServe's advanced routing and Operator Console let agents manage multiple call queues and access real-time provider schedules.

## Vendor Consolidation

The platform enables HIPAA-compliant secure messaging across care teams, provider scheduling, and unified communication channels.

## Reliability & Accountability

Audit trails and unified communication ensure reliability and accountability in clinical collaboration.

# Implementation & Outcomes



## Phased Rollout Strategy

The implementation started with pilot sites and expanded to full deployment across multiple facilities for smooth transition.

## Improved Operational Efficiency

Deployment reduced transfer times, enhanced scheduling accuracy, and boosted operator efficiency significantly.

## Seamless Communication Integration

Integration of Operator Console, Clinical Collaboration, and Lightning Bolt ensured smooth communication and coordination.

## Positive Outcomes & Cloud Benefits

The project increased provider satisfaction, improved patient outcomes, and showcased cloud solutions' impact on healthcare modernization.



# Resilience During Extreme Weather Events

## Cloud-Based Continuity

- Cloud services maintain communication and care delivery despite power outages and infrastructure damage.

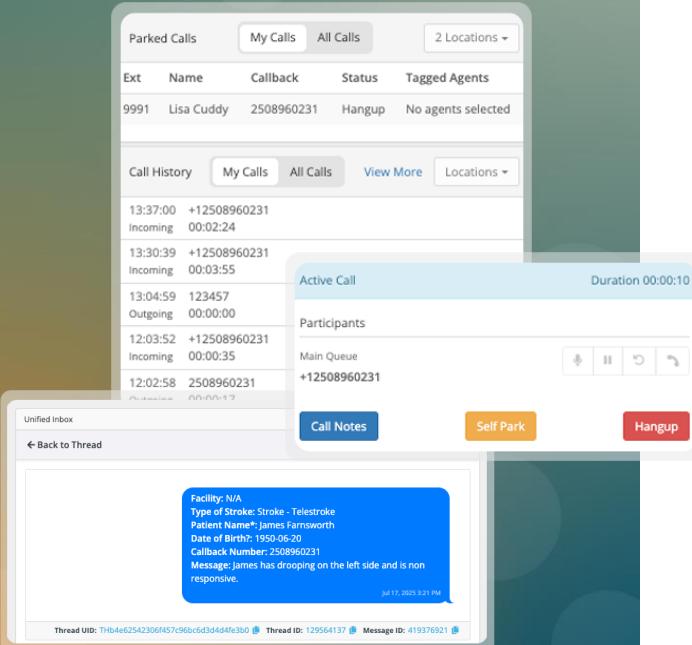
## Remote Accessibility

- Platform remains accessible from any location, enabling uninterrupted healthcare operations during emergencies.

## Enhanced Reliability

- Automatic updates and remote features improve platform reliability for disaster preparedness and response.

# Future Direction of Operator Console



## Advanced Analytics

- Added functionality to enhance analytics capabilities for operational insights to optimize workflows, staffing, and quality.

## AI-Driven Call Routing

- Extending PerfectServe's after-hours answering service IVA solution to include patient family & friends connecting to the bedside and hospital locations.

## Integration with Key Systems

- Deeper integration with the systems supporting healthcare call centers to streamline operations—CRM, scripting, screen recording, WFM.

## Secure and Scalable Solutions

- Investing in secure, scalable, and intelligent solutions to ensure long-term support for modern healthcare communication.

# Thank you!

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