

# 2024, 2025, 2026

## Best in KLAS— Lightning Bolt Scheduling



Lightning Bolt Scheduling has again been named Best in KLAS for Physician Scheduling, marking its fifth overall win in this category.<sup>1</sup> Health systems consistently choose Lightning Bolt for its ability to optimize provider schedules, improve work-life balance, and enhance operational efficiency.

### Why Lightning Bolt is #1:

#### AI-Driven Scheduling:

Auto-generates schedules to maximize fairness and coverage.

#### Real-Time Adjustments:

Providers can swap shifts and request changes instantly.

#### EHR & Communication

**Integration:** Syncs with key clinical systems for seamless scheduling.

#### Improved Physician Wellness:

Mitigates burnout by balancing workloads more effectively.

#### Ease of Use and Proactive Support:

Top marks for overall performance, ease of use, quality of support, and proactive service.

1. "Best in KLAS: Software & Services 2026"; KLAS Research; Published February 2026.

# 2025 and 2026 Best in KLAS— Clinical Communication



For the second year in a row, PerfectServe has been named Best in KLAS for Clinical Communication in the Ambulatory/Post-Acute category.<sup>1</sup> This win reinforces PerfectServe’s ability to facilitate secure, reliable, and efficient communication across all care settings—not just acute care. PerfectServe has also been a Category Leader or Best in KLAS for 6 of the 9 years KLAS has evaluated the clinical communication market segment.

## Why PerfectServe Clinical Communication is #1:

### Unified Platform:

Connects all clinical communication workflows in one system.

### Decades of Experience:

Customers benefit from PerfectServe’s nearly 30 years of best practice experience.

### Advanced Routing & Escalation:

Ensures urgent messages reach the right person fast.

### Seamless Interoperability:

Integrates with the EHR, scheduling platforms, and other key clinical systems.

### Reduction in Alert Fatigue:

Smart filtering prevents unnecessary notifications.

### Secure Messaging & Voicemail-to-Text:

Enhance provider access while reducing non-urgent interruptions.

### Automated After-Hours Call Triage:

When medically necessary, smart algorithms ensure patient calls reach the right on-call provider.

1. "Best in KLAS: Software & Services 2026"; KLAS Research; Published February 2026.