


Unified Communication


FASTER ACCESS TO CARE





PerfectServe has nearly 30 years of experience improving clinical workflows with automation and intelligent routing. With its five integrated solutions, the PerfectServe platform supports timely access to care, improves care team collaboration, and promotes clinician wellness through better scheduling and communication.


Improved Outcomes for All


 Fewer Communication Errors and Delays


 Timely Care


 Fairer, More Complete Physician Schedules


 Increased Patient Satisfaction

 Faster Discharge Times

 Reduced Vendor Footprint

 Faster Physician Response Times

 Support Staff Wellbeing

 Increased Nurse and Physician Time at the Bedside

800k+
Clinicians

500+
Hospitals

30k+
Med Practices

100+
Organisations



Clinical Collaboration

- Ingest information from multiple systems and simplify complex care coordination workflows to promote timely access to care.
- Deliver the right message to the right person at the right time with communication powered by Dynamic Intelligent Routing®.



Operator Console

- Allow agents to seamlessly connect inbound calls to reduce long hold times, improve throughput, and improve the call-in experience for patients and referring physicians.
- Cloud-based solution supports location-independent, virtual call queues to mobilise agents on the most critical queues at every moment.



Lightning Bolt Scheduling

- Support physician wellness initiatives and save time for scheduling administrators by creating optimised schedules that are complete, accurate, and equitable.
- Marry schedules with patient demand to improve patient access.



Patient Engagement

- Support patients and families before, during, and after care with encrypted messaging, SMS outreach, video visits, virtual waiting room functionality, and more.
- Ensure that your patients are well prepared for all procedures, from routine wellness visits to complex surgeries.



Medical Practice Communication

- Enhance clinician, staff, and patient experience with an intuitive, fixed-fee platform that automates routine inquiries and tasks while making it easier for patients to get answers.
- Eliminate unnecessary interruptions with an automated answering service that uses customisable practice settings and routing technology to direct communications to the right person or place.

Drivers of Value

Financial Performance

\$680K Annual savings from hardware and vendor replacement

5.2% Reduction in length of stay

2,000 More patients served per year following call center automation

5.2% Reduction in nurse overtime

Patient Outcomes

32% Reduced readmissions allowing patients to remain at home

42% Faster acknowledgment times for critical lab results

\$600K Avoided by reducing patient harm from care transitions

20% Reduction in patient falls

Clinician Experience

76% Decrease in time to initiate communication with EHR embedded messaging

68% Reduction in physician call back time

26% Increase in nurse user satisfaction with nurse mobility module

0 Three-year specialist turnover after fatigue-busting schedule overhaul

NOTE: Data points represent outcomes from individual PerfectServe clients.