

Take Control of Around-the-Clock Communication



Powered by Dynamic Intelligent Routing®, PerfectServe’s Answering Service solution gives providers control over the communication they receive by directing voice and text communications based on where, when, and how providers prefer to be reached. The automated system and cloud-based architecture ensure disaster-proof availability to support patient access during an outage or natural disaster. PerfectServe consolidates multiple vendors into a single, comprehensive, multi-modal, device-agnostic solution to support strategic imperatives.



Route appropriately escalated messages to the right care team member at the right time.

Patient Benefits

- 24/7 call and message support is available.
- Connection can be made with the right provider at the right time.
- Experience and satisfaction are improved with faster time to treatment.



Easily manage all organizational after-hours communications around the clock.

Provider Benefits

- Personal contact information is protected.
- Interruptions are reduced with rule-based routing.
- Lost and delayed messages are prevented.



Ensure seamless care team coordination.

Organization Benefits

- Messages are automated for accurate and timely triage.
- Secure messaging is HIPAA-compliant.
- On-call schedules are fair, balanced, and efficiently managed.



1 in 6

physicians rely on PerfectServe



100%

delivery of messages to the correct provider



95%

medical practice and acute-care provider retention

About PerfectServe

PerfectServe's unified platform for clinical communication and collaboration helps physicians, nurses, and care team members improve patient care. The [PerfectServe](#) and [Telmediq](#) solutions automate communication-driven workflows, eliminate non-clinical tasks, promote nurse mobility, and engage patients in their own care, resulting in quicker time to treatment and enhanced patient safety. The [Lightning Bolt](#) provider scheduling solution automatically generates optimized shift schedules to reduce burnout and increase patient access.

PerfectServe's scalable, cloud-based solutions allow **135,000 physician users** and **230,000 nurse users** to focus on delivering the best care experience for more than **20 million patients** every year. Headquartered in Knoxville, Tennessee, PerfectServe has been impacting healthcare delivery since 1999.

To learn more or schedule a demo, please contact us:

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Or Visit Us Online:
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Eliminate human error and prevent messages from slipping through the cracks with PerfectServe's 24/7 Answering Service solution.

