perfect**serve**® TELMED**IQ** U|B **Lightning Bolt**

Empower Call Center Agents at Your Digital Front Door

PerfectServe's cloud-based Contact Center solution connects agents with real-time access to all care team members and provides bi-directional communication with patients. As part of the hospital's digital front door, call center agents often initiate the patient experience and nurture referring provider relationships. Ensure the technology your agents are using optimizes their ability to triage calls across your health system to multiple locations.

The Modern Contact Center

Resolves Calls
Faster and More
Efficiently

Facilitates Two-Way
Patient and Care Team
Communication

Employs
On-Call
Schedules

Provides Call
and Message
Automation

Manages Call
Queues Across
Multiple Locations

Unifies
Communication Into
a Single Solution

"In short, healthcare call centers … are not as automated as they need to be, and that has a major impact on both staffing levels and the quality of patient service."[1]

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.

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

866.844.5484
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Or Visit Us Online:
perfectserve.com

End-to-End Visibility

Find the right provider in real time with powerful search queries and access to on-call schedules. Rapid access to a unified directory provides an easy way to find and connect with the right care team member. Integrated scheduling offers easy visibility into who is on call without paper schedules or multiple logins.

Attach patient records with messages as an easy reference for providers. Secure, seamless two-way texting and voice communication are integrated with the EHR to reduce miscommunication and improve clinician efficiency.

Easily see call queues, active calls, parked callers, and call history. Manage call queues for the call center and transfer center across multiple locations. View parked calls and messages from the care team in one easy interface to expand the number of calls an agent can facilitate.

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Support Patient Website Chat

Allow patients and referring providers to interact with the call center via telephone call or interactive chat. Allow agents to respond, triage, and direct calls and messages to any care team member.

Support Patient and Family Outreach

- Automate Appointment and Arrival Time Reminders
- Deliver Procedure Prep Instructions
- Provide Location Directions and Wayfinding Support
- Contact No-Shows to Reschedule Appointments
- Send Appointment Follow-Ups and Care Plan Reminders
- Share Links to Satisfaction Surveys and Educational Materials

As the pillars of effective communication, both within hospitals and with patients and outside personnel, medical call centers are evolving into patient engagement centers and routine calls have become increasingly automated. Seamless connections between providers and patients over multiple channels of communication improve the patient experience and reduce costs, positively impacting revenue, communication workflows, and patient satisfaction.

[1]Two reasons why healthcare call centers need to focus on business value, Healthcare Facilities Today, Scott Logan, Jul. 9, 2015: healthcarefacilitiestoday.com/posts/Two-reasons-why-healthcare-call-centers-need-to-focus-on-business-value--9656