perfectserve

TELMEDIQ   Lightning Bolt

Automate and Simplify Patient Engagement

Easily empower your patients and their families with the information they need to show up and take an active role in their care. Use bi-directional texting to deliver educational outreach, appointment reminders, and post-op check-ins to patients anytime or anywhere while giving patients the opportunity to respond or reach out if needed. Automate satisfaction surveys and auto-escalate negative responses, so the right members of your team can address any issues right away.

Care Navigation
Prior to Care

Employ bi-directional communication for the patient to reach out if needed prior to a scheduled appointment or share preparation instructions, location directions, and online educational materials.

- Appointment Reminders
- Preparation Instructions
- Satisfaction Insights

Wellness Management
Between Care

Reach out to populations to generate appointments and increase support for patients with chronic or complex cases between episodes of care.

- Programmatic Outreach
- Complex Care Coordination
- Case Management

Readmission Reduction
During and After Care

Support patient recovery following acute care episodes and meet Transitions of Care requirements by automatically assessing patient recovery status and ensuring they have a means to connect with their care team when needed.

- Inpatient Post-Discharge
- Urgent Care Follow-up
- ED Visit Follow-up

75% of no-show appointments driven to reschedule

32% reduction in 30-day readmission rate

10% annual increase in well-visits generated

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:

866.844.5484
sales@perfectserve.com

Or Visit Us Online:
perfectserve.com

1:1 Patient Texting
From Patient to Organization or Providers to Patients

Patients can start an online chat via website and respond directly to care team members messages; and providers have the ability to reach out directly to patients and their families.

- Speed Time to Treatment
- Maintain Patient Referrals
- Manage Care Transitions

- -

Lower Readmission Rates

Reduce No-Shows

Increase Patient Portal Adoption

Improve Patient Satisfaction

Build Patient Retention

Reach Patients Instantly

Help Manage Chronic Conditions