Empower Nurses for Effective Clinical Communication

perfectserve® **TELMED IQ** **Lightning Bolt**

230,000+
clinical nurse users

203,000+
care team users

100+
health systems

Nurses are at the center of care coordination, yet they are burdened with siloed communication processes and technologies. PerfectServe's family of solutions lightens nurses' administrative load by centralizing care team coordination needs while automating many nonclinical tasks.

Accelerate Decision-Making to Reduce Delays in Patient Care

Eliminate extended and error-prone communication processes that delay treatments and lead to longer patient stays, delayed OR start times, exacerbated illnesses, clinician overtime, and sentinel events.

- Automatically identify and connect with the right physician or care team member based on scheduling and routing rules with Dynamic Intelligent Routing®.

- Enable nurses to call or text individuals or entire care teams to coordinate discharge, share patient status updates, etc.

- Automatically route nonclinical nurse call requests to support staff.

- Deliver instant notification of critical alerts and alarms to all appropriate care team members, with notification type and urgency differentiated by tone.

- View the care team from a centralized patient record for easy, one-click communication.

- Strengthen the nurse-physician relationship by removing frustrating miscommunications and lapses in care coordination to foster successful, collaborative patient care.

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

Optimize Nurse Mobility

Ensure your nurses get the right devices to best support their workflows. PerfectServe provides best practices based on your needs for device strategy, sanitation, and selection, as well as application management.

- Support HIPAA-compliant voice call and texting from any location.

- Improve patient safety and reduce stressful noise by centralizing nurse-call alerts, patient alarms, and care team communication—all in one application.

- Get immediate notification of orders, sepsis alerts, and critical lab results.

- Initiate secure communication in the application without leaving the EHR.

- Deliver nurse call requests directly to the nurse's smartphone to clarify patient needs from any location, speeding time to treatment.

- Call departments, extensions, and external lines directly with telephony integration in the app to avoid toggling between applications.

Strengthen Patient Engagement Strategies

Empower your patients to be more active participants in their care with PerfectServe's comprehensive, flexible, and secure patient engagement solution.

- Reduce readmission rates while eliminating time-consuming nurse call-backs with automated post-discharge follow-ups.

- Increase HCAHPS scores with simple text message based questionnaires and links to in-depth web surveys for real-time feedback.

- Help patients manage chronic conditions between appointments without increasing your care team burden by sending appointment reminders, educational links, and words of encouragement.

- Reduce no-show rates with personalized appointment reminders, facility directions, and pre-procedure prep instructions.