

# Support Value-Based Care With Unified Communication and Optimized Scheduling



**135,000+**  
physician users



**400+**  
hospitals



**100+**  
health systems

PerfectServe has the most comprehensive set of clinical communication and collaboration (CC&C) capabilities to support providers and patients. PerfectServe helps simplify care team workflows by delivering HIPAA-compliant real-time two-way texting, voice communication, and AI-powered shift scheduling. Results include shorter communication cycle times, quicker time to treatment, expedited care transitions, streamlined operating efficiency, clinician work-life balance support, and improved patient outcomes.

## Deliver Efficient Workflows

Facilitate collaboration to improve care coordination, eliminate care delays, and expedite patient transitions.

- Increase accountability with smart escalation and read receipts.
- Ensure providers receive communications that are relevant, preferential, and require priority action.
- Improve care navigation with secure patient texting to arrange discharge times and communicate patient status to family members.

## Support Value-Based Care Tactics

Increase patient access and satisfaction by providing the right communication from the provider at the right time.

- Improve consistency in patient experience by communicating with the right patient, provider, or family member at the right time to support positive outcomes.
- Strengthen HCAHPS scores by capturing real-time patient satisfaction and intervening, when needed, prior to formal surveys.
- Reduce readmission rates while eliminating time-consuming non-clinical tasks with automated post-discharge follow-ups.

## 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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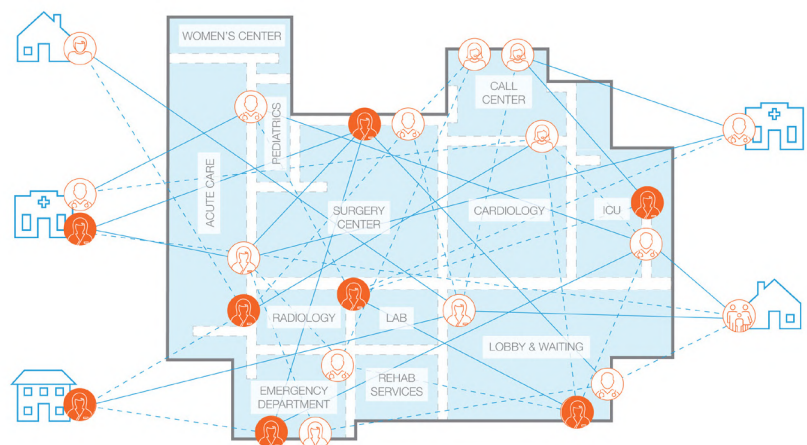
Or Visit Us Online:  
perfectserve.com

## Boost Provider Retention

Optimize the scheduling of your most valuable resources to ensure patient access to quality care, increase provider job satisfaction, and prevent burnout.

- Prioritize scheduling rules according to policies, needs, and preferences unique to each provider.
- Provide your organization with instant on-call management, automated approvals for time off, and easy shift swap requests.
- Ensure optimal coverage by scheduling providers fairly, giving them control, and leveraging ongoing analysis and optimization.

PerfectServe's proprietary Dynamic Intelligent Routing<sup>®</sup> securely connects care team members with the right provider at the right time—every time.



## Integrations

PerfectServe works to integrate with existing systems including EHRs, directory services, provider scheduling solutions, bed systems, nurse call, and more. Instead of opening other apps or separate windows, PerfectServe simplifies clinical workflows through the collaborative use of data.

For more information on PerfectServe's integrations visit [perfectserve.com/why-perfectserve/integrations](https://perfectserve.com/why-perfectserve/integrations).