

Comprehensive Clinical Communication to Support Mother-Baby Care Delivery

From preconception to parenthood, PerfectServe's solutions help your practice provide top-level care at every touchpoint of mom and baby's healthcare journey.

Learn how each event and milestone utilizes our solutions:



Comprehensive Preconception Care

Enroll patients in an automated text message program to receive guidance on diet, exercise, prenatal supplements, and reading to prepare for a healthy pregnancy.

Capabilities:
Wellness Management, Patient Outreach

Appointment Scheduling

Provide a positive patient experience with the ability to easily schedule and reschedule appointments as needs arise.

Capabilities:
Click to Text, Website Auto-Attendant, Dynamic Call & Message Routing, Automated Appointment Reminders, 1:1 Patient Texting, Optimized Scheduling



Prenatal Test Results

Awaiting and receiving test results can be stressful. Reassure your patients with timely, face-to-face communication from anywhere.

Capabilities:
Critical Lab Results, Video Visits, 1:1 Patient Texting

After-Hours Care

Ensure your patients have multiple points of access to connect with an on-call provider as needed, 24/7.

Capabilities:
Online Chat Channel, Dynamic Call & Message Routing, Automatic Escalation, Optimized Scheduling, After-Hours Management, 24/7 Patient Access



Critical In-Bound Patient Communication

Know with confidence that urgent patient calls and messages are being routed correctly for a fast response when timing makes all the difference.

Capabilities: After-Hours Management, Optimized Scheduling, Dynamic Call & Message Routing, Urgent Message Notifications

Inter-Facility Communication

Receive notifications about your patient's hospital arrival and easily communicate with their assigned care team members.

Capabilities:
Patient Transition Notifications, Coordinating Facility Access, Secure Bidirectional Messaging, Patient-Centered Care Team Access, Optimized Scheduling



Labor and Delivery

Support a healthy and safe delivery by quickly mobilizing your patients' labor and delivery team with a single click.

Capabilities:
Team Alerts, Consult Order Notifications, Optimized Scheduling

Inpatient Care

Enhance your patients' experience with complete care team communication. Monitor comfort levels, relay patient needs, and request specialty consults.

Capabilities: Consult Order Notifications, Device Alerts, Voice Access Interface, Patient-Centered Care Team Access, EHR Integration, Secure Messaging, Optimized Scheduling



Patient Discharge

Coordinate a successful discharge while reducing the chance of readmission. Notify patient family members to arrange for transportation, deliver educational resources, set follow-up appointment reminders, and request patient feedback.

Capabilities: Care Plan Adherence Support, Patient & Family Communication, Ad-Hoc Video Visits

Postpartum Continuity of Care

Transitions between care providers are often times of vulnerability for new moms and their babies. Ensure your practice is providing the best support possible with reliable access to care communication—anytime, anywhere.

Capabilities: Coordinating Facility Access, Care Plan Adherence Support, 1:1 Patient Texting, Optimized Scheduling



Pediatric Care

Minimize transition stress for new moms and support adherence to well-baby visit schedules by providing ongoing support, convenient appointment reminders, and easy patient access to self-guided resources.

Capabilities: Care Plan Adherence Support, Care Navigation, Patient & Family Communication, Coordinating Facility Access, Secure Messaging, After-Hours Management

ABOUT  perfectserve.

PerfectServe offers unified healthcare communication solutions to help physicians, nurses, and care team members provide exceptional patient care. PerfectServe's cloud-based solutions enhance patient safety and reduce provider burnout by automating workflows, speeding time to treatment, optimizing shift schedules, empowering nurse mobility, and engaging patients in their own care.

PerfectServe solutions provide seamless connections between providers and patients across multiple channels of communication while enhancing patient experience and staff satisfaction. PerfectServe allows 135,000 physician users and 230,000 nurse users to focus on delivering the best patient experience for more than 20 million patients every year. Headquartered in Knoxville, TN, PerfectServe has been improving healthcare delivery in the US since 1999.