Practitioner Mobile Application Demo

perfect**serve**.



Agenda

- Conversations
- Contacts
- Secure Calls
- On Call
- How I'm Reached
- Status
- Settings



Conversations



Receiving a Message From Practitioners



3:	54	all 3	
\equiv	Conversations	Q	Edit
	Young, Evan, MD2 Admitting stable MVA Lyour care.	3:ŧ 1	53 PM
	Shift Coverage , Are either of you available to cover my sh	Wedn ift	esday
	Surge Alert Central Health Medical Center Surge Aler census has exceeded 90% of capacity. Bo	M t - Patier egin surg	onday it e
::;	Fortress Neurology Need to confer on patient's MRI.	м	onday
	Bays, Chris Any updates?	9/9, 2	2020 NEW
	Bays, Chris Test	8/31	/2020
	Toomey, James New admission. When are you rounding o Patient: Lowe, William	8/14 n our uni	/2020 it?
	Arnold, Ray nicole is walking and ready to see you Patient: May, Nicole	8/12	/2020
	Arnold, Ray please call asap Patient: May, Nicole	8/12	/2020
	Arnold, Ray hi can you come to see patient Patient: May, Nicole	8/12	/2020
0	Fortress Medical Center	8/11	/2020
			Ø





New Conversation

Q	Conversations	2	
	Contacts		
c	Secure Calls	Ê	
m	On Call		
2	Patients		
0	How I'm Reached	-	
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New Conversation With Rules

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To: Grace Hospitalists	To: Dr. Wayne Fiscus
What is this regarding?	Coverage is being provided by Dr
New Admission	Wayne Fiscus.
Hospital Inpatient	11
Other	Continue
	11



New Conversation With Rules cont'd

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Make a telephone call	Ø	Your	Messag	e					Send
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New Conversation to Multiple Recipients

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Reviewing Message Details

PerfectServe provides read receipts so you know if and when a colleague and/or care team member has viewed your message.

Date and time stamps on conversations allow you to manage your messages and ensure timely responses on patient care.





Reviewing Message Details continued





Labeling Group Conversations

Practitioners can label a conversation sent to multiple recipients to make it easier to find in their inbox.

Labels are personal to the individual user and are not visible to other participants in the conversation.

<	Group	Details	<	Group	Details	\equiv	Conversations	Q Edi
	Central Healt Center Surge	9/21/20 05:13 PM h Medical Alert -		Central Health Center Surge	9/21/20 05:13 PM h Medical Alert -		Surge Alert Central Health Medical Center Surge Aler census has exceeded 90% of capacity. B	5:13 Pf t - Patient egin surge
	Patient censu exceeded 90 Begin surge p	is has % of capacity. process.		exceeded 909 Begin surge p	s nas % of capacity. process.		Fortress Neurology Need to confer on patient's MRI.	12:07 P
		0 of 3 read	III (Conversation Label) of 3 read		Bays, Chris Any updates?	9/9/202 2 NE
				Surge Alert		•	Bays, Chris Test	8/31/202
				Cancel Save		-	Toomey, James New admission. When are you rounding o Patient: Lowe, William	8/14/202 on our unit?
							Arnold, Ray nicole is walking and ready to see you Patient: May, Nicole	8/12/202
			Your 1	Message		-	Arnold, Ray please call asap Patient: May, Nicole	8/12/202
			q w	ertyu	i o p		Arnold, Ray hi can you come to see patient Patient: May, Nicole	8/12/202
			a s	d f g h j	k I	E.	Fortress Medical Center Alert Notification Patient: Pearson, Cynthia	8/11/202
			∲ Z	xcvbn	m	•	Toomey, James Need to d results Patient: johnson, jon	8/4/202



Forwarding Conversations

Practitioners can forward a conversation to one or more recipients within the conversation.





Contacts



Contacts

Contact Colleagues Directly

Experience direct and secure access to any colleague with doctor-to-doctor text or voice messaging and real-time phone conversations by using the **Contacts** tab in the PerfectServe mobile app.





Creating a Group



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Editing a Group

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Creating a Fav	vorite
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Secure Calls

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Secure Calls

Call a Patient & Protect Your Caller ID

Choose **Secure Calls**, then dial the phone number of the patient you wish to reach.

Your office caller ID will be presented to the party you call, so your privacy is protected.









On Call

perfect**serve**.

On Call

Change Your On-Call Schedule

You can sign on or off call or change who is covering for your group by choosing **On Call**.

The changes you make take effect immediately.







Changing Your On Call Schedule

Image: Con Call Image: Con Call Image: Con Call Hospitalists - Fortress Hospitalists September 2020 Fri Sat Sun Mon Tue Wed Thu Fri Sat 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 20 23 30 1 2 3 MONDAY, SEPTEMBER 21 Compbell, Don Tange: Compbell, September 20 Septe	3:00		—	Q	all	
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Changing Your On Call Schedule cont'd perfectserve.

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Changing Your On Call Schedule cont'd perfectserve.

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How I'm Reached



How I'm Reached

Change How You're Reached

To choose one of the contact processes that have been created to suit your workflow, select **How I'm Reached** and pick the process you want to activate.







How I'm Reached cont'd

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(Select An Action	
Edit Event	Details	
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Status

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Status

Change Your Status

Whether you are going into a procedure or need to be unavailable, select **Status** to ensure the correct kind of considerations and expectations will be in place.

Simply pick the action you want to activate at that moment in time.







Settings

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Settings

Customize Your Individual Settings Or Update Security



1:30		0	al 🗢 😥
	Settings		
Push Notification Settings		>	
Push Token			>
Push Notification Sound			>
Test Push Notification			>
Account Profile			
Car	mpbell, Do	n, MD	
Device Information			>
Change Password		>	
Change PIN		>	
Change Secret Q&A			>
	Log Ou	t	
About			
Version			7.0.1
Privacy Policy			>





Need Help?

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Need Help?









24/7/365 support can be reached at:







www.perfectserve.com/support



Username or Password Assistance

Copyright 2020 PerfectServe



Forgot Username Or Password?

1:31 Sign In	1:31 Sign In
perfect serve .	perfect serve .
Username	Email Address email@example.com
Password	Next
Sign in	
Forgot username or password?	