

OneMcLaren

Cerner Flash

04/21/2025

PerfectServe Embedded Messaging

PerfectServe can now be accessed through the blue table of contents menu in Cerner. This applies to PerfectServe Care Team and PerfectServe Practitioner. **Please note that the PerfectServe embedded messaging available through the table of contents in Cerner should be used in the same manner as the desktop application. Orders cannot be sent or received via PerfectServe. Clinicians must receive orders via a telephone or verbal conversation. PerfectServe messages are NOT a part of the patient's medical record.**

The links on the desktop will still be accessible

The screenshot displays the Cerner PerfectServe interface. On the left is a blue 'Menu' sidebar with various options. The 'PerfectServe' option at the bottom of this menu is highlighted with a red box. The main content area on the right is titled 'PerfectServe' and features a toolbar with three buttons: 'NEW', 'FORWARD', and 'DELETE'. The 'NEW' button is highlighted with a red box. A blue callout box with the text 'Select new to initiate a new message' and an upward-pointing arrow is positioned below the 'NEW' button. Below the buttons is a search bar labeled 'Search Conversations' and the text 'No conversations'.

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The image displays two screenshots of the OneMcLaren Cerner Flash interface, illustrating the 'New Conversation' workflow.

Top Screenshot: The 'New Conversation' window is open. The 'Patient' field is empty. A search bar contains the text 'ortiz'. Below the search bar, a list of results is shown: 'Ortiz, Kelly' with 'Unspecified' as the location. A blue arrow points to the 'Ortiz, Kelly' result.

Bottom Screenshot: The 'New Conversation' window is open. The 'Patient' field is filled with 'Ms. Kelly Ortiz'. Below the patient name, a section titled 'Choose a contact method' is visible. Two options are listed: 'Send a text message' and 'Make a telephone call'. A blue box with the text 'Select contact method' has two blue arrows pointing to the 'Send a text message' and 'Make a telephone call' buttons.

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The screenshot shows the 'New Conversation' window in the PerfectServe application. On the left is a dark blue sidebar menu with various options like 'Workflow Views', 'MAR', 'Interactive View and I&O', etc. The main window has a header bar with 'PerfectServe' and navigation icons. Below the header, the 'To:' field contains 'Ortiz, Kelly' and a '+ Add Recipient' button. The 'Patient:' field is empty. The 'Message:' section contains the text 'Hello Kelly - this is a test' and a large blue text box with the placeholder 'Type your message here'. A 'SEND MESSAGE' button is located at the bottom right of the message area.

This screenshot shows the conversation history and details for 'Ortiz, Kelly'. The left sidebar is the same as in the previous image. The main window displays a list of conversations on the left, with the selected one showing a message from the patient: 'Hello. How can I help?'. The right pane shows the details of the selected conversation, including the patient's name, date of birth, MRN, and location. It also displays the 'Original message' from the patient and the 'Provider's reply' from the provider. A blue arrow points from the 'Original message' to the 'Provider's reply'. The 'End Conversation' button is visible at the bottom left of the details pane.



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Two Common Messages

If you do not have access to PerfectServe, this message will appear

You are currently unable to access this function.

The message below will be received if the patient cannot be found. If this occurs, please use the desktop link outside of Cerner to send any messages.

PerfectServe is unable to load conversations as we do not have a record of this patient or the patient may be discharged. If you would like to send a message about this patient, please go to the PerfectServe Web Portal outside of your EMR.