



PerfectServe

Pocket Guide

PerfectServe Secure Communications Platform

PerfectServe is the MHC-approved clinical communications platform that uses smart logic and dynamic routing to facilitate communications between providers and the care team in a secure and HIPAA-compliant manner.

Clinical staff use PerfectServe to contact providers for clinical communications. Providers can contact other providers directly without having to spend time going through the Switchboard. This reduces delays, decreases provider interruptions, and respects patient confidentiality.

TEXT OR AUDIO messages can be sent using the app. Audio messages will not save to the phone but are stored on the platform. Messages and conversations can be forwarded to other providers.

NO ORDERS may be sent from a provider via text message on PerfectServe. Providers are expected to enter orders directly into the electronic medical record (EMR). RNs may only accept orders verbally communicated in person or by phone using the verbal order/read back process.

BE CONCISE and PROFESSIONAL with your communications. There is no need to enter follow-up responses such as "Thank you," as this will trigger another message alert to a busy provider. Messages should only relate to one patient. Do not include multiple patients into one conversation string.

CRITICAL RESULTS may not be communicated via PerfectServe, unless done verbally (no voice or text messaging is allowed).

CONVERSATION STRINGS will remain available for 24 hours, and a message can be searched for the past 72 hours. Once a message is sent, it cannot be retracted or deleted.

NO EMR INTERFACE PerfectServe is a communication tool only. Messages do not interface with the EMR. Remember to continue to document patient-related information into the EMR as normal.

SECURE YOUR PERSONAL DEVICE with a password, pattern or biometric authorization to prevent unauthorized access to PerfectServe.

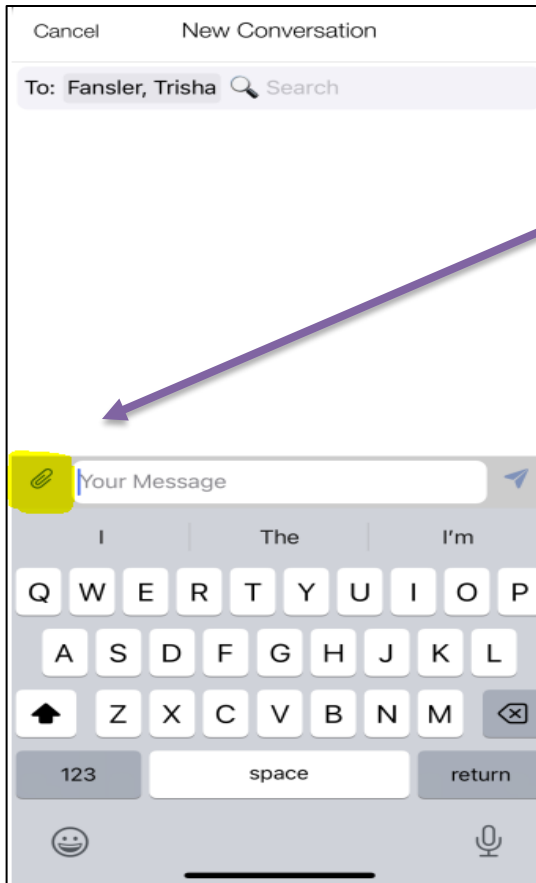
PASSWORD RESETS can affect your ability to login to PerfectServe. After a global password reset, log out and back in to the app with your new password to ensure notifications are received.

Image Sharing Using PerfectServe

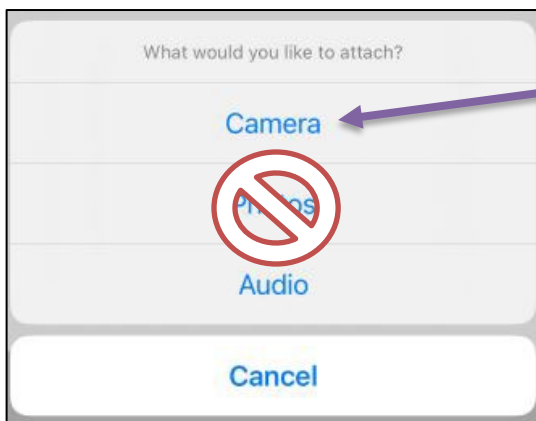
PerfectServe has a camera option that can be used to share patient images with other providers when necessary to visually communicate medical information. Instructions for utilizing the PerfectServe camera are attached. This option is not available to care team members who do not have the mobile app.

MESSAGES ARE DISCOVERABLE for 18 years within the platform. Images taken through Perfect Serve are also available for litigated cases, however availability is not guaranteed. Images that need to be uploaded into the EMR (such as a wound photo) may be taken using approved MHC devices only (i.e., no personal device photos are allowed).

Utilizing the PerfectServe Camera for HIPAA Compliant Image Sharing



After beginning a New Conversation and selecting the practitioner or care team member you wish to contact, Click the paperclip in the upper left section of your phone's keyboard.



Use the **CAMERA** option as it ensures that any image that is shared or consulted upon is not stored to a device.

Do NOT use the PHOTO option.