

Hospital Operators Are Critical to the Patient Experience



Call Center Becomes a Strategic Investment for Hospitals

The call and transfer center is often the first point of contact for patients and referring providers, so ensuring they have modern software to manage inbound calls has become increasingly critical.

Today, most organizations use on-premise technology that isn't connected to critical communication systems like the EHR, secure texting, schedules and DECT phones. Shifting to a HIPAA-compliant, cloud-based solution that offers workflow benefits from an enterprise-wide clinical communication platform reduces risk, improves speed to care, and improves the patient and provider experience.

When operators have lookup and workflow capabilities built into their operator console, they are able to manage calls more quickly and accurately—reducing frustration with the call-in experience.

Improve Hospital Operations

- Deep integrations to support vendor consolidation and cloud strategy
- Analytics to better manage human resources
- Schedule updates propagate to all users (mobile, console, and call center)
- Integrate schedules to remove the need for manual double entries
- Tangible ROI

Allow patients and referring providers to interact with the call center via phone call or interactive chat. Empower agents to respond, triage, and direct calls and messages to any care team member.

The Modern Call Center



HIPAA-Compliant

Provide Patient Context in a Secure Environment



Cloud-Based

Reduce Risk of Downtime & Costs



Location

Virtual Call Queues Improve Resource Allocation



Text or Voice

Two-Way Caller and Care Team Communication



Accurate Routing

Use Call Schedules to Reduce Misdirected Communication



Instant

Activate Code Teams or Send Mass Notifications



One Platform

Unify Communication Into a Single Solution



Time-Saving

Resolve Calls Faster and More Efficiently

End-to-End Visibility

Seamless Connections to the Correct Provider

Rapid access to a unified directory integrated with provider schedules enables the workflow capabilities used in enterprise clinical communication platforms.

- Search for any specialty, location, or on-call group—the system automatically routes the message.
- See provider statuses and preferences for texting or blind transfers.
- Ensure calls are auto-escalated to the correct person when urgent.

Ensure operators can text, call, or page clinicians based on their personal preferences.

Provide Patient Context

With the operator console connected to the EHR and the greater clinical communication platform, each message sent to a clinician can include basic patient details to ensure the recipient has the context needed to field the inbound call.

Caller Dashboard

See call queues, active calls, parked callers, and call history to easily manage inbound communication for the call or transfer center and for any location.

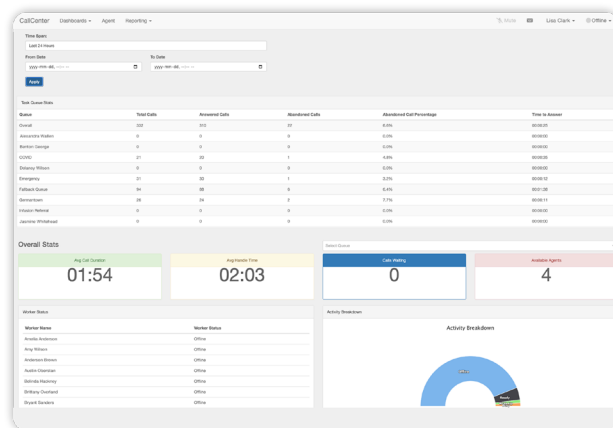
“In short, healthcare call centers ... are not as automated as they need to be, and that has a major impact on both staffing levels and the quality of patient service.”¹

Upgrade Your Operator Console

Operators are the backbone of effective communication within hospitals and for patients and outside personnel. Medical contact centers are evolving to become patient engagement centers as routine calls are automated. Seamless connections between providers and patients using multiple channels of communication improves the patient's experience and reduces costs, both of which have a positive impact on the bottom line.

PerfectServe is developing analytics to help hospitals better manage human resources and ensure enough staff are available during peak periods.

By facilitating better communication, PerfectServe's HIPAA-compliant call center software helps organizations improve patient outcomes.



About PerfectServe

PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.

To learn more or schedule a demo, please contact us:

866.844.5484

sales@perfectserve.com

perfectserve.com

1. Two reasons why healthcare call centers need to focus on business value, Healthcare Facilities Today, Scott Logan, Jul. 9, 2015: healthcarefacilities.com/posts/Two-reasons-why-healthcare-call-centers-need-to-focus-on-business-value--9656