lightningbolt
a PerfectServe solution

6 Reasons

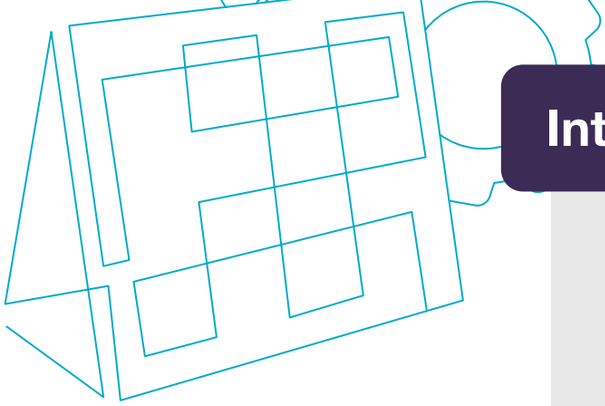
to Implement a Hospital-Wide On-Call Scheduling Platform

1 Improve Provider Satisfaction and Care Coordination

Providers often lament that technology touted to ease their workload actually contributes to dissatisfaction and burnout. But digital scheduling solutions seem to be a technology that providers want.

Simplified Click-to-Connect Workflow

No more searching for the latest schedule or trying to find Dr. Smith's new cell phone number—all the on-call schedules from across your hospital are available in one place where care team members can contact on-call providers in just a few clicks.



Integrated With Key Clinical Platforms

Further simplify care coordination with a simplified click-to-connect workflow that integrates with your clinical communication platform to improve speed to care.

97% of physicians didn't want to go back to the old method.[3]

Providers across medical specialties have consistently reported alarming rates of burnout. According to our partners though, provider satisfaction has improved tremendously with optimized schedules.

99.7% Approval Rate for Time-Off Requests[2]

30% Satisfaction Improvement[2]

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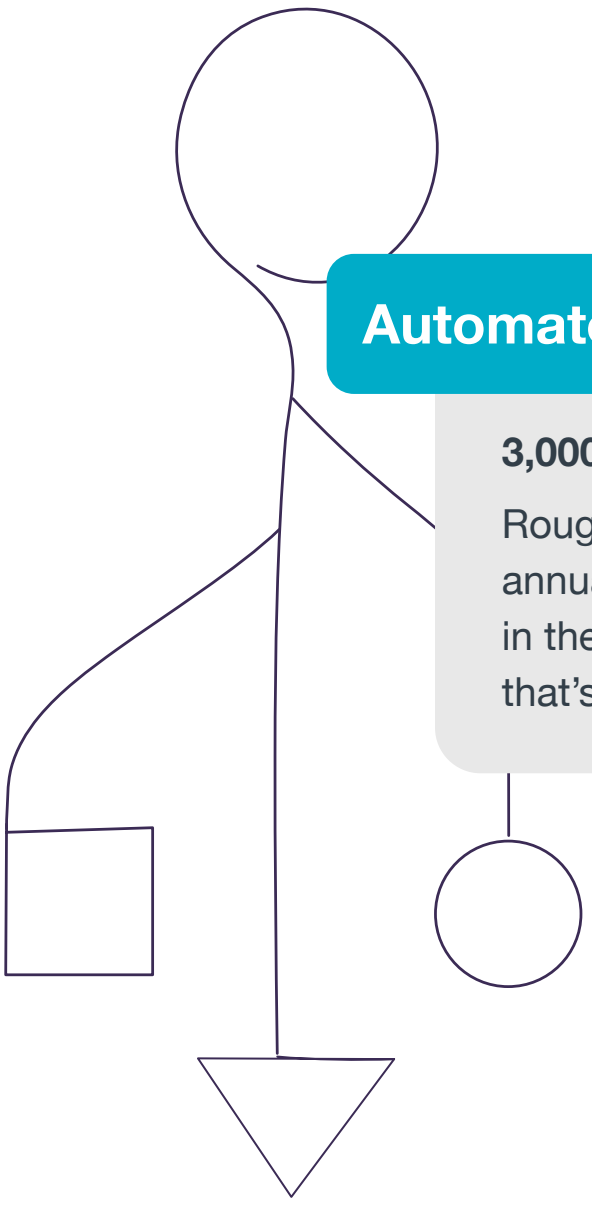
2 Give Valuable Time Back to Physicians and Nurses

Eliminate problematic time for nurses.

Up to 40% of nurse communication time is spent attempting, but failing, to reach the correct provider or searching for contact information.[1]

3,300+ Hours Annually Diverted From High-Value Activities

Centralized on-call scheduling saves **7-20 minutes per communication.** On average, a 300-bed hospital that sends 20,000 messages annually could reclaim 3,333 hours of nurses' time per year.[3]



Automate call schedule creation and management.

3,000+ Hours Annually

Roughly 312 hours are spent creating and managing schedules annually per department. Often, physicians are heavily involved in the task. If there are just 10 departments in your hospital, that's more than 3,000 hours annually.

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3 Create a Single Source of Truth for On-Call Schedules

No more searching for the latest schedule or trying to find Dr. Smith's new cell phone number...

All the on-call schedules from across your hospital are available in one place.

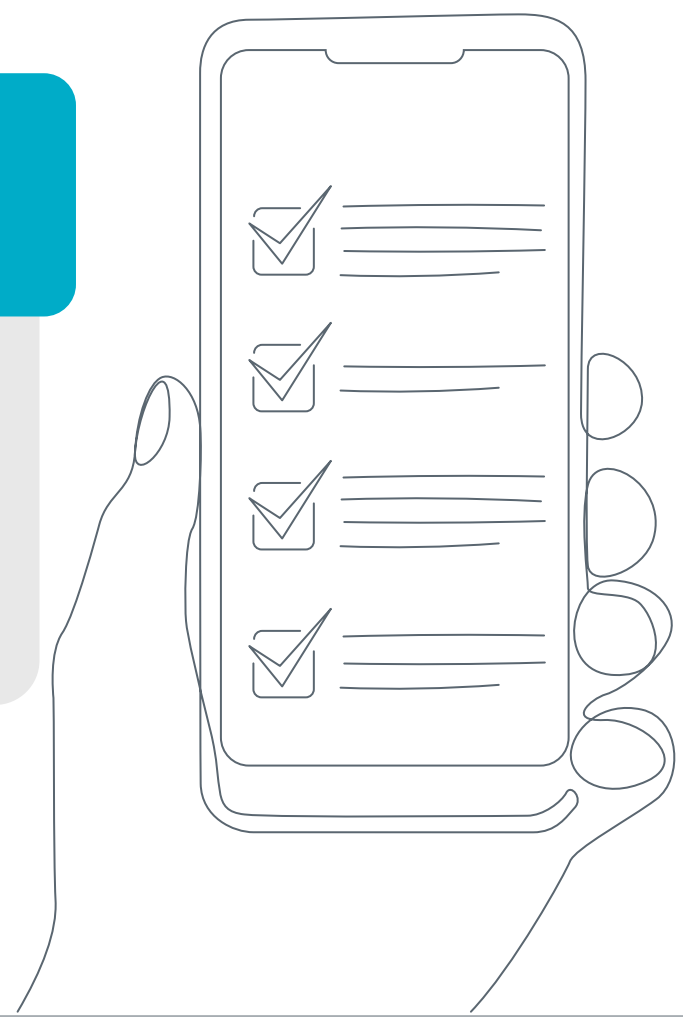
- For Nurses
- For Call Centers
- For Administrators
- For Physicians

4 Accelerate Speed to Care

As the dedicated on-call scheduling solution for UK Healthcare, our solution decreased the time to contact the on-call provider from 8 minutes and 13 seconds to 1 minute and 1 second. Another large health system client was able to save 20 minutes per communication.

88% Reduction in time to contact on-call providers.[2]

Reduce care delays by taking a time-consuming, multi-step process to share and retrieve information, and transform it into a seamless, automated workflow with a single source of truth for on-call schedules.



5 Prevent Patient Leakage

Time to treatment is essential to the patient experience. As more patients look for care outside of traditional settings, eliminating barriers that slow down patient care—like inaccurate on-call schedules will be key to reducing patient leakage.

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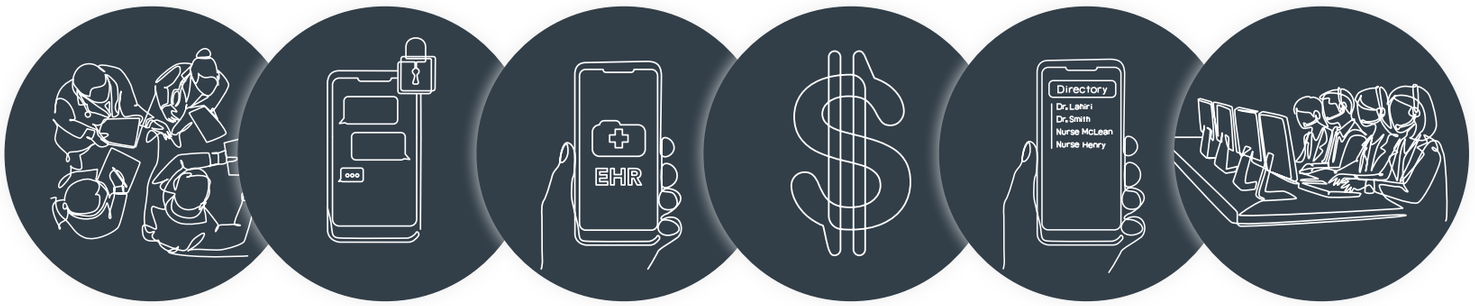
6 Unify Technology, Vendor Management, and Reduce Costs

Eliminate an inconsistent approach to technology that burdens your IT team and increases your organization's total cost of ownership for provider scheduling.

Enable Single Integration Management, Deliver Schedules to Key Clinical and IT Systems



Demographics | Secure Messaging | EHRs | Payroll | Provider Directory | Call Center

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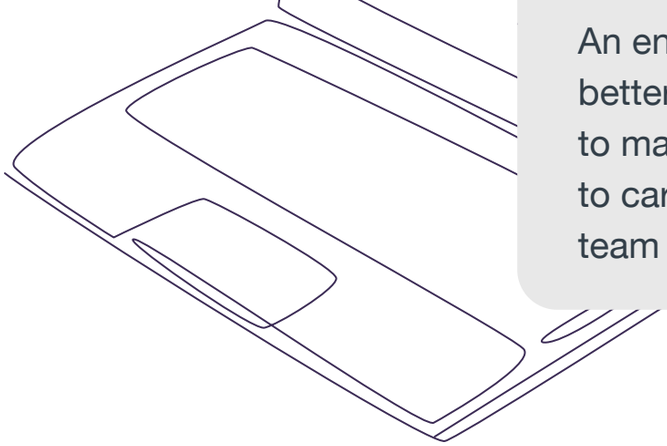
A Better Approach to On-Call Management: A Single On-Call Scheduling Solution



An enterprise-wide on-call scheduling solution offers a better, faster, and more efficient way for your hospital to manage on-call schedules to help accelerate speed to care, improve the patient experience, and drive care team satisfaction.

> To be able to see who is the surgeon that's going to be taking this case, who's the radiologist on call, who's the infectious disease provider on call—all at a glance—that just has huge value to an organization for patient safety and workflow efficiency.
>
> **– Dr. Corey Joekel,**
> Chief Medical Information Officer, CHMC

Schedule a Demo

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1. Improving Patient Safety Through Provider Communication Strategy Enhancements, Agency for Healthcare Research and Quality (US), Catherine Dingley, Kay Daugherty, Mary Derieg, and Rebecca Persing, Advances in Patient Safety: New Directions and Alternative Approaches—Vol. 3, Aug. 2008: ncbi.nlm.nih.gov/books/NBK43663
2. Based on internal customer data.
3. Physician satisfaction with a multi-platform digital scheduling system, Rodrigo Deliberato, Leonardo Rocha, Alex Lima, Caroline Santiago, Jose Terra, Alon Dagan, and Leo Celi, PLOS ONE, Mar. 22, 2017: https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0174127

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