

Vitals

May 2018

Clinical initiatives

PerfectServe Advanced Upgrade Project Underway

Mercy Health – Cincinnati is excited to announce the PerfectServe Advanced upgrade project initiation. PerfectServe Advanced is an integrated system of secure communication services for healthcare organizations, which we anticipate activating in the region in August 2018.

PerfectServe Advanced offers an exciting suite of new functionality including:

- **Right person, right time. Every time.** All you need to know is the name of the patient, person or service you want to reach. Dynamic Intelligent Routing will do the rest — analyzing a combination of situational variables in real-time, you are automatically connected with the right practitioner who can act at that moment in time.
- **Collaboration across the care team, no matter the location or organization.** PerfectServe's single, cloud-based architecture enables and expedites coordination among care team members who work in and across multiple facilities and locations. This truly focuses collaborative, value-based care around the patient, rather than a facility or provider.
- **Customized for you and your workflows.** No cookie-cutter implementation for our providers. Clinical initiatives take priority, which is why PerfectServe clinical and technical consultants work side-by-side with you, customizing PerfectServe Advanced to support and facilitate your workflow.

PerfectServe will begin the design process for Dynamic Intelligent Routing throughout May and June 2018. When meeting with PerfectServe consultants, please come prepared to discuss your group's communication workflow, current pain points, on call schedules and process improvement opportunities. Mercy Health – Cincinnati is excited to begin this new venture and appreciates your support and sponsorship throughout the deployment!