

Practitioner

January 2021 Release Notes

Practitioner updates coming to web/EMR-embedded apps January 5th and mobile apps January 7th

Our January update offers new features and an improved user experience:

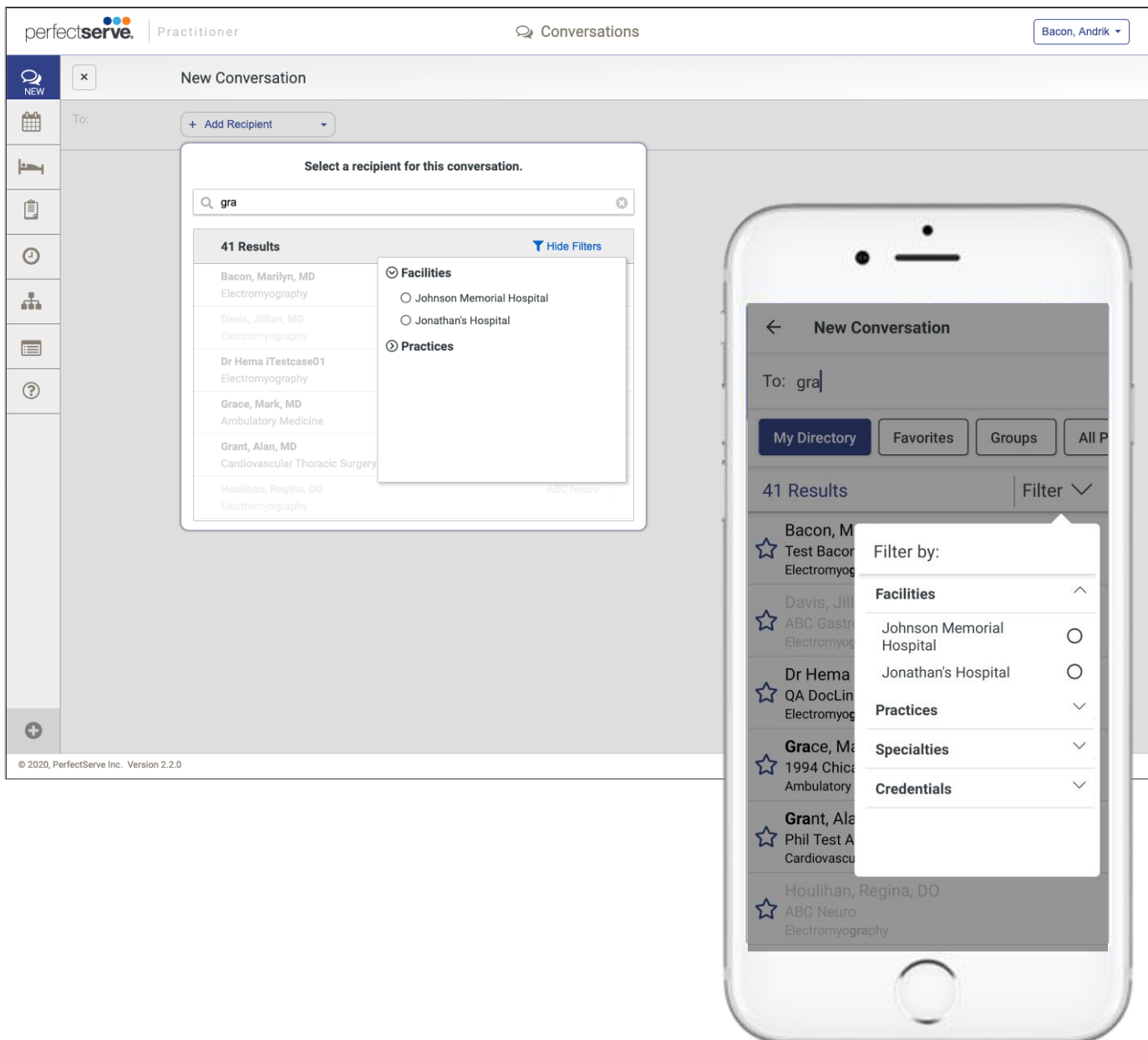
- Find contacts by hospital/facility
- End Conversation option
- Additional patient details on the conversation view
- Create and save personal contact groups on the web
- Easier to distinguish read vs. unread messages
- Option to skip patient selection when contacting a colleague

Find contacts by hospital/facility

Your PerfectServe app features a comprehensive clinical directory of contacts including people, on-call service line schedules, code team alerts, and more.

This single directory includes your contacts from all your PerfectServe hospitals & facilities. However, often you need to find a resource at a particular location.

Now, you can search Contacts and then filter your result down by location. Facility filters make it faster and easier to find the right person or team at the right location.



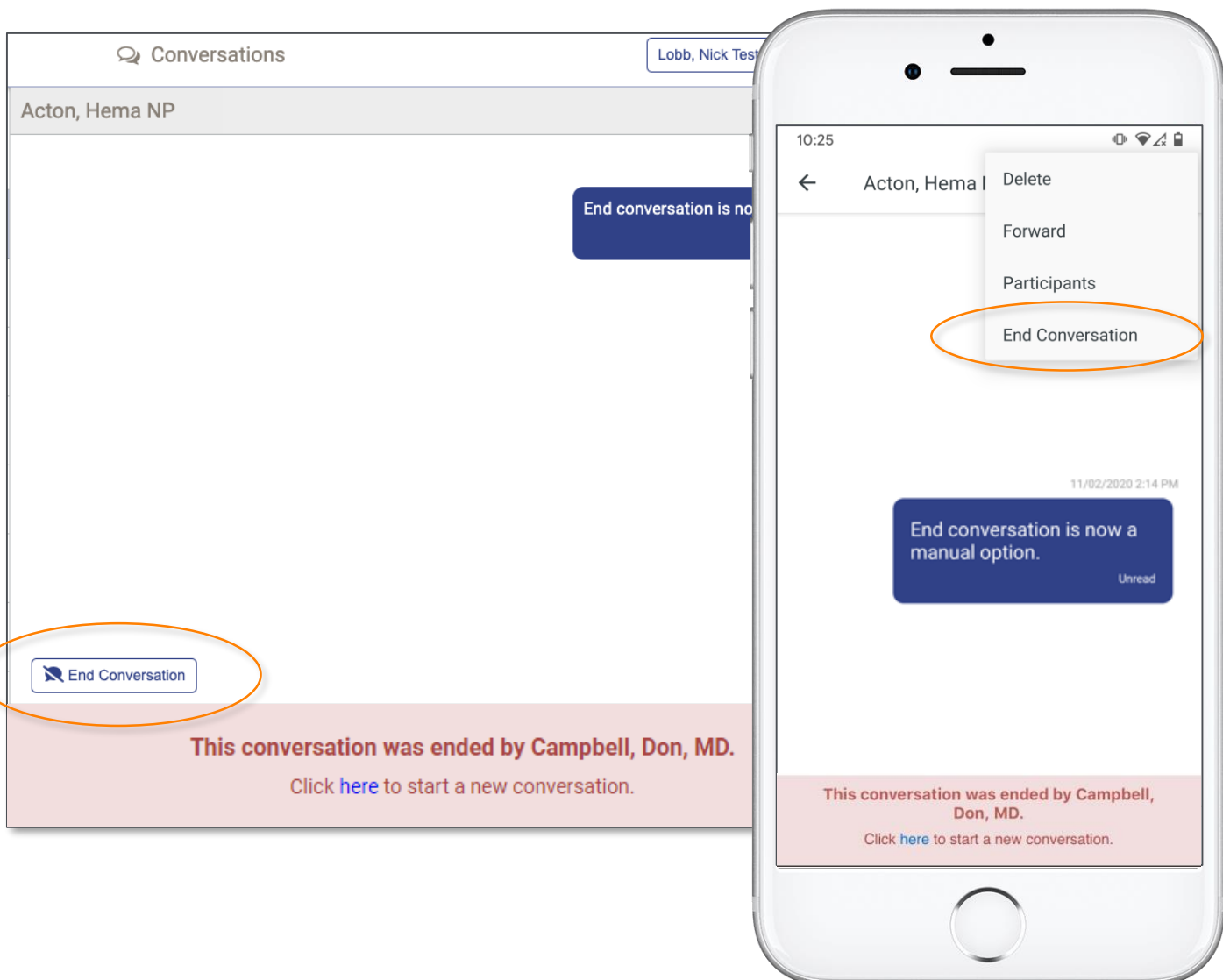
End Conversation option

Practitioners need full control over their clinical communications, including the ability to end a chat with another clinician. PerfectServe's existing Reply Management feature can be used to automatically end conversations when on-call schedules change, so physicians who are no longer on-duty cannot receive unwanted replies from staff continuing earlier conversations.

Now, we're offering additional options to end conversations. The new End Conversations button can be used to immediately disable replies in an existing thread, even while the practitioner is still on-call or available for new conversations.

When a practitioner ends a conversation, everyone in the thread will see that "This conversation was ended by <name>." We will also give the user a quick way to start a new discussion if they need to continue collaborating.

The new End Conversations option will be available upon release to all Practitioner users.



Additional patient details on the conversation view

Today, Practitioners can click the patient name in a conversation to see more details about the patient, view & contact the assigned care team (if licensed), and launch the patient's chart in Epic Rover/Haiku (if installed on the device).

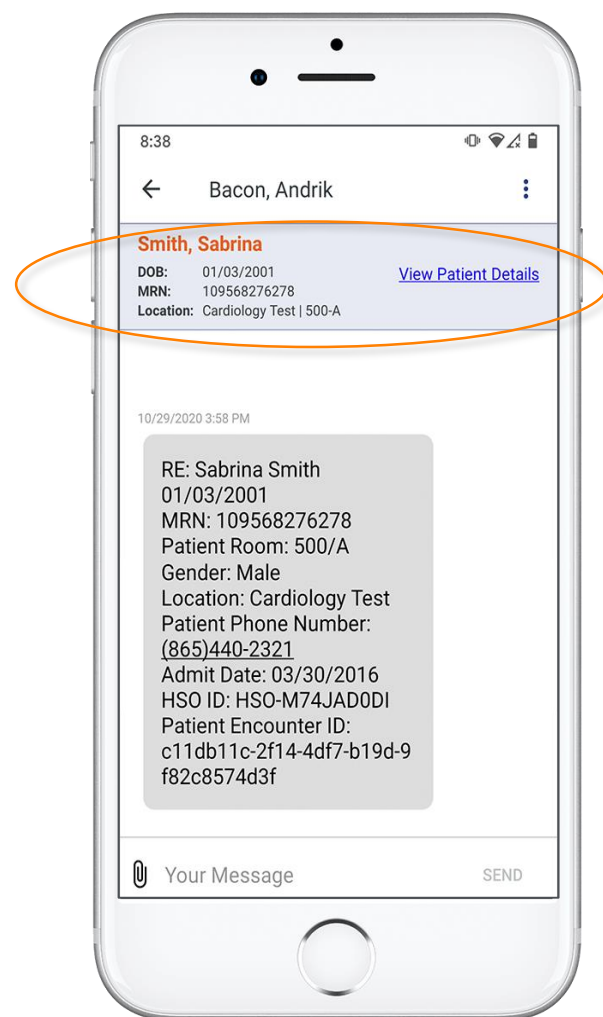
With this update, users can now see patient MRN, DoB, and Location on the conversation screen. The button to open Epic Rover/Haiku will also be available on this view (if Epic apps are installed on the device).

By displaying this key patient info on the conversation screen, we reduce clicks and save valuable time for Practitioners.

BEFORE



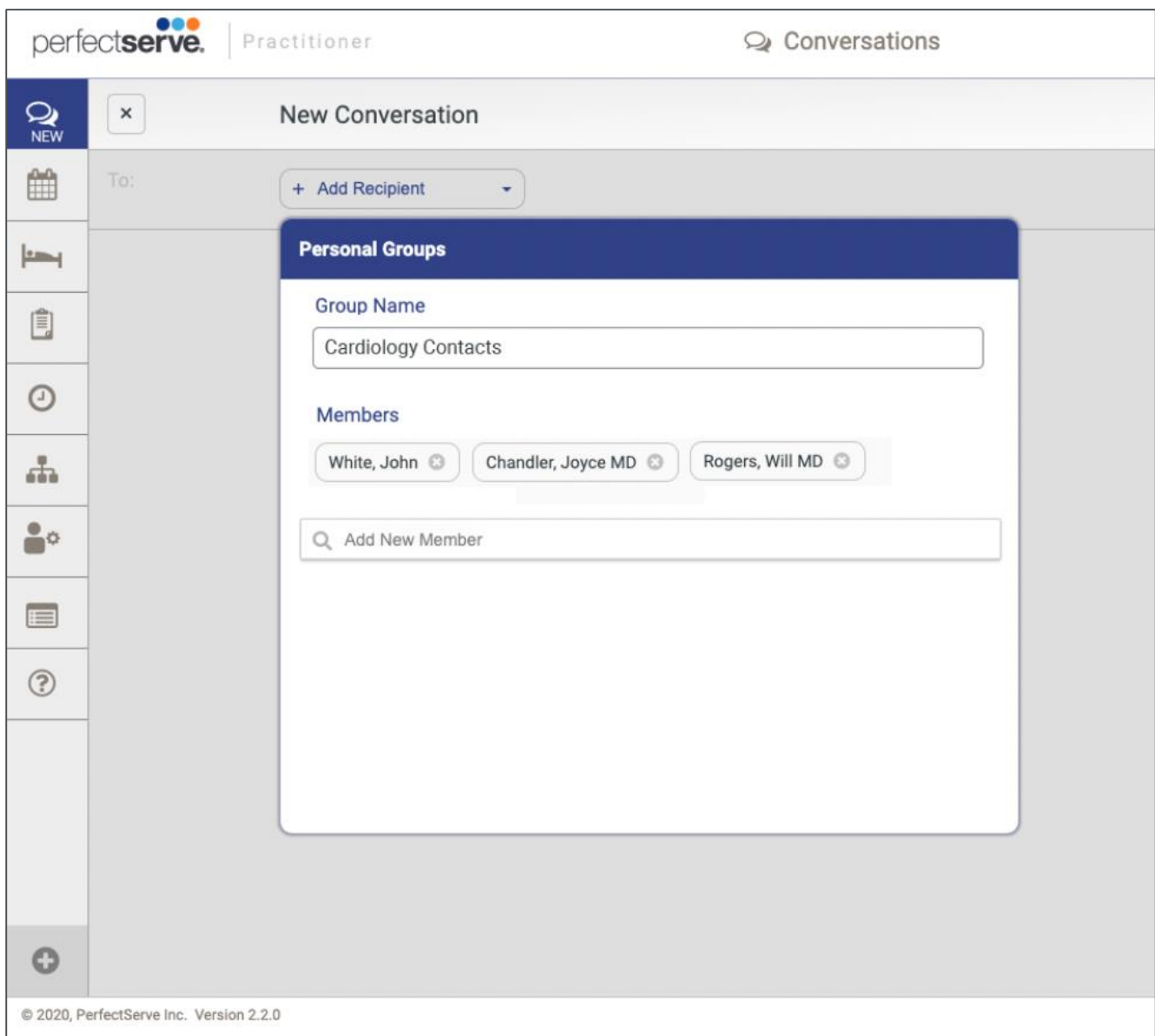
AFTER



Create and save personal contact Groups on the web

Practitioners can create personal Groups, making it easier to collaborate with their most frequently-contacted colleagues. Many physicians find it useful to create a group of their practice partners or perhaps the current shift rounding team.

Previously, personal contact Groups could only be created on the Practitioner mobile apps. Now, Practitioners can create Groups from the PerfectServe web application as well. Regardless of whether a Group is created on web or mobile, the Practitioner can later contact that group from either the smartphone or the desktop computer.

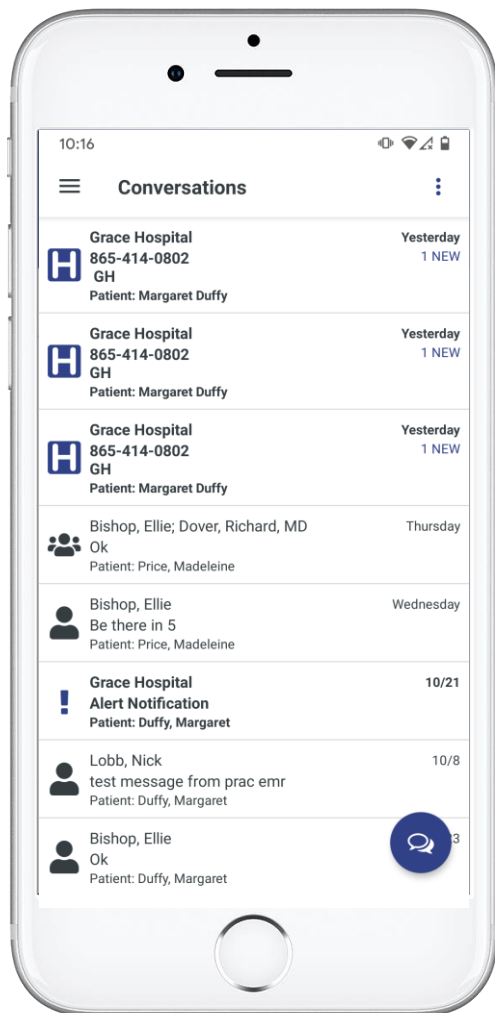


Clearly distinguish Read vs. Unread messages

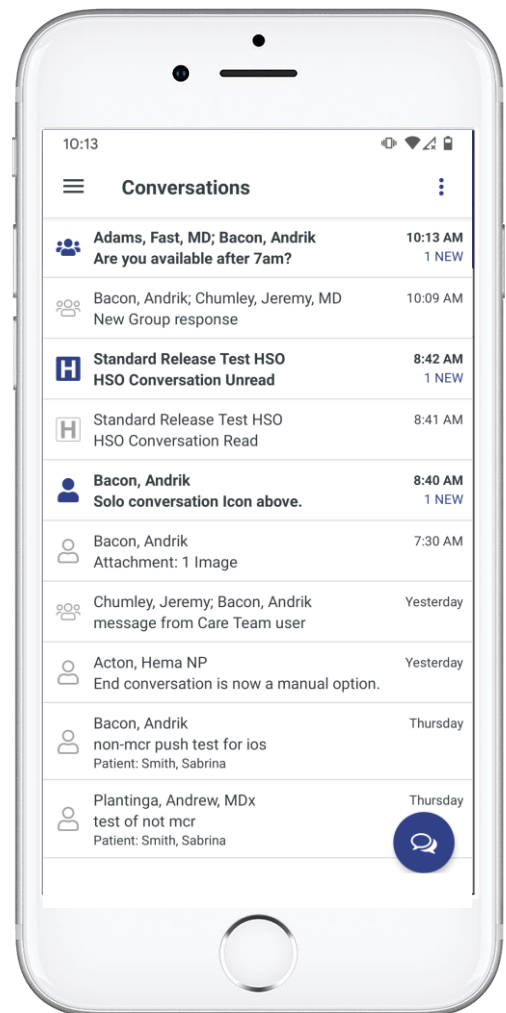
Providers receive lots of messages, so they need to quickly scan and prioritize their communication inbox. Customer feedback suggested that we could improve the way we display new items, making it easier to identify unread conversations.

The newest version of PS more clearly highlights unread conversations using solid icons only for new threads. Busy practitioners can now more easily distinguish between new and old items at a glance, ensuring that the most urgent tasks are addressed first.

BEFORE



AFTER



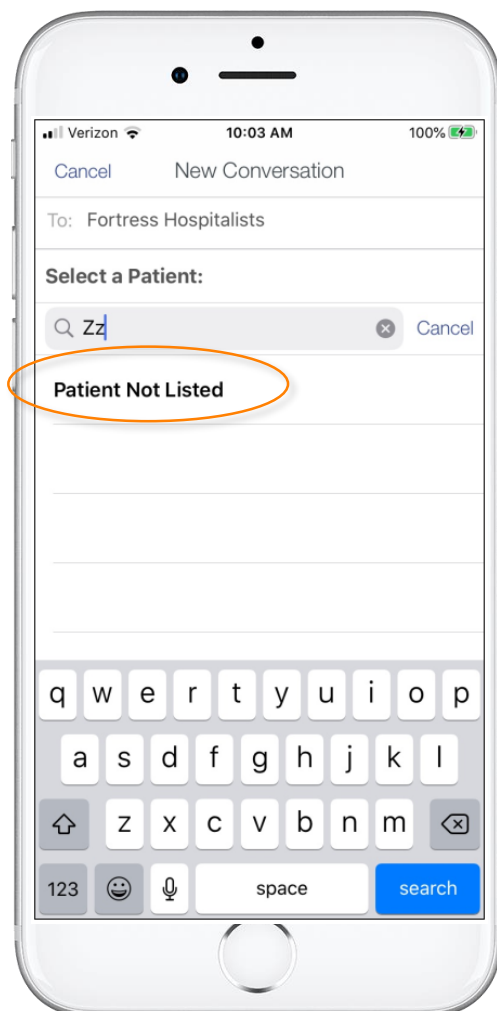
Option to skip patient selection when contacting colleagues

PerfectServe enables patient-centric communication, offering clinicians the option to search by patient name to contact the provider currently assigned to that patient. This avoids communication delays and breakdowns that could result from messaging a physician who is no longer on-call or assigned to the patient.

While customers love this patient search feature, they also tell us that sometimes it's not the best way to communicate. For example, what if the communication is not about a patient, or what if it's about all our patients collectively? Earlier versions of PerfectServe did offer the option to search and then choose a "Patient Not Listed" button, but this update offers a better way.

Now, practitioners on the patient search screen have a new option to skip patient selection if this communication is not patient-centric. When selecting this option, PerfectServe will direct the message to the provider who would cover patients not in the list, typically the on-call provider for new admissions or consults.

BEFORE



AFTER

