

Care Team

January 2021 Release Notes

Care Team updates coming to web/EMR-embedded apps January 19th and mobile apps January 21st

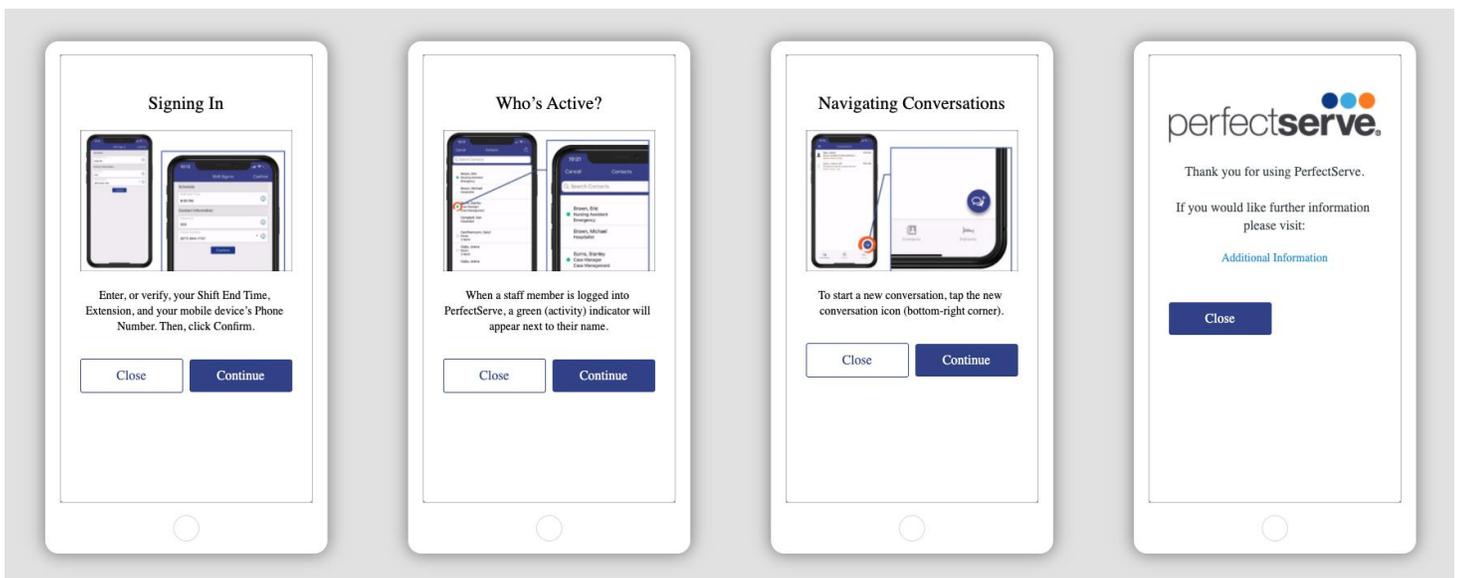
Our January update offers new features and an improved user experience:

- New-user tutorial guide
- My Patients screen
- Mobile app sign-in via hospital badge tap
- Search practitioners by practice name
- Groups and TeamAlerts quick-lists for mobile apps
- Additional patient details on the conversation view for web apps
- Rebranded logo and app icon

New User Onboarding

New PerfectServe users accessing the Care Team app for the first time can view a quick tour of how to get the most out of PerfectServe. Helpful tips include how to:

- Enter your shift end time to be automatically logged out
- Know which colleagues are actively working right now
- Start a new conversation



My Patients

Our Patient Centered Care Team Access feature* enables staff to view and contact the real-time treatment team for their patients, including physicians, nurses, therapists, case managers, and more. Clinicians can search by patient name or room number to collaborate about a patient.

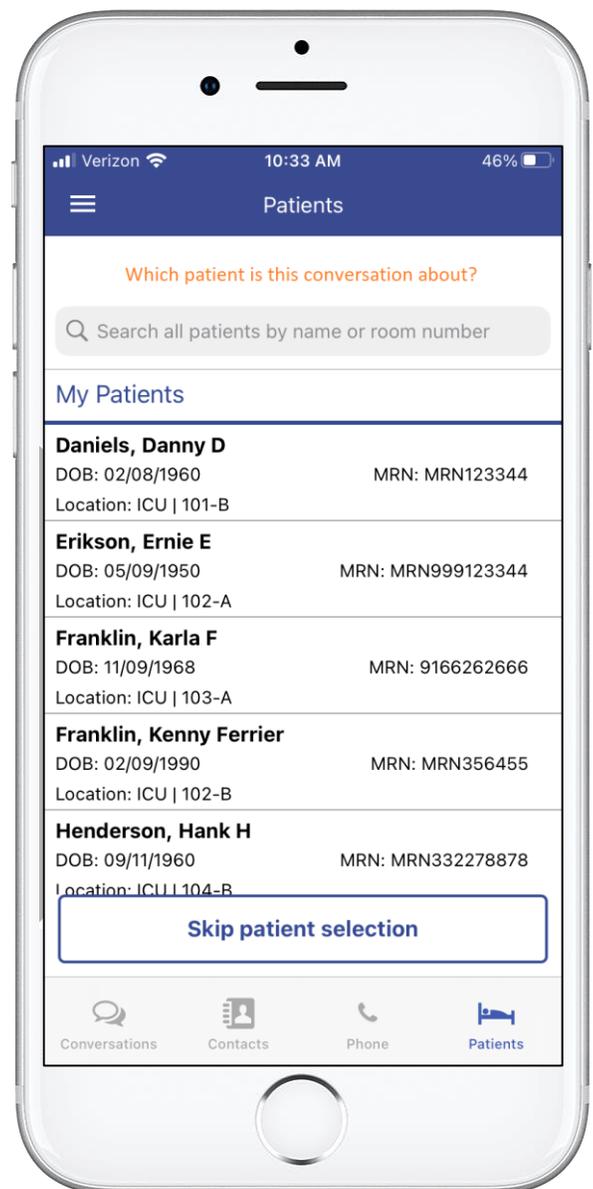
In this update, we have streamlined communications with My Patients, eliminating the need to type and search for patients that are already assigned to you. When starting a communication, care team users select from My Patients with a single click. Just like earlier versions of Care Team, staff can still search by name or room number to collaborate on patients that are not on the My Patients list.

*Patient Centered Care Team Access is an optional module not deployed by some customers. To learn more or get started, please contact your PerfectServe account team.

BEFORE



AFTER



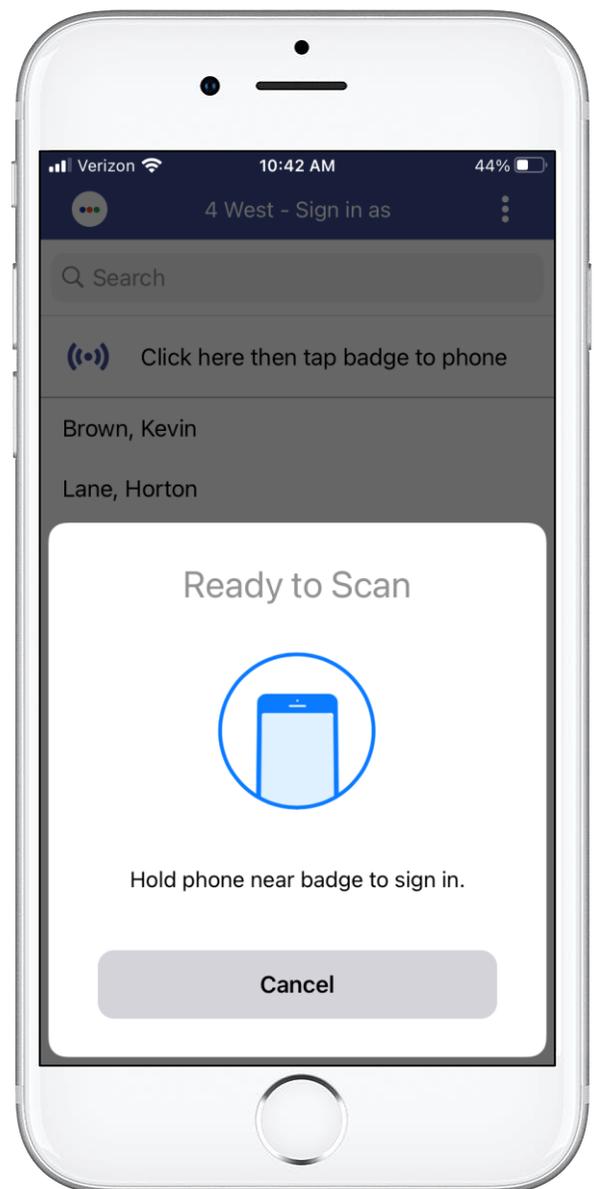
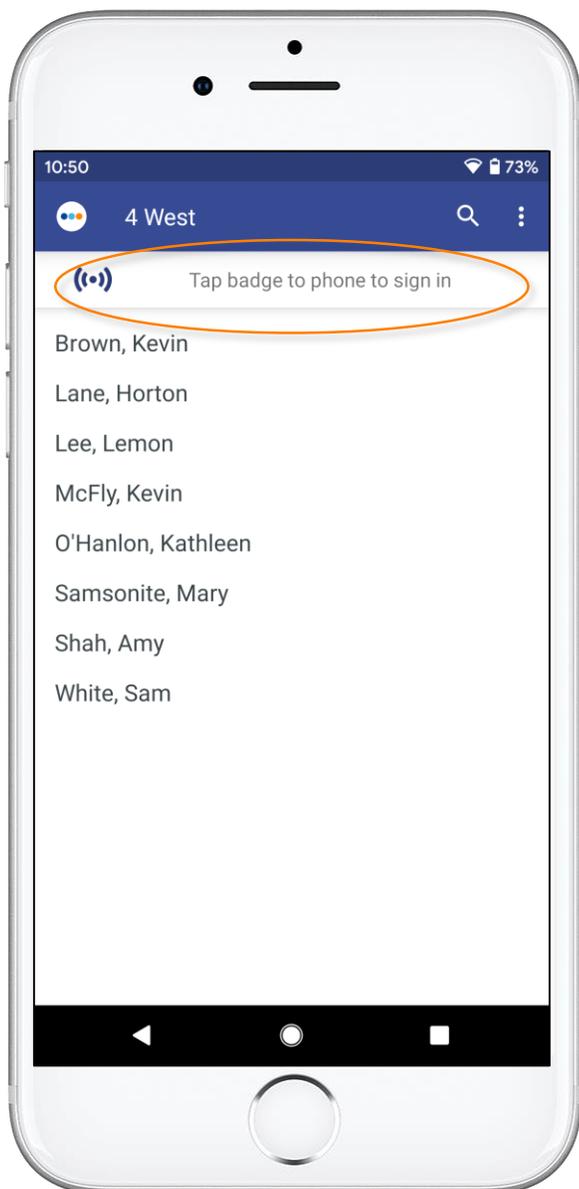
Mobile app sign-in via hospital badge tap

PerfectServe Care Team is optimized for nurses using shared mobile devices, so we've made it easier to sign-in when you start your shift. With this optional feature, staff can skip the hassle of typing complex passwords on a touchscreen keyboard. Instead, tap your hospital ID badge and enter your 4-digit PIN.

Badge tap sign-in saves time and increases mobile adoption for nurses.

If your hospital ID badges or your mobile devices do not support NFC tap, PerfectServe already supports badge sign-in by scanning a badge barcode with the smartphone camera.

For more information or to get started, please contact your PerfectServe account team.

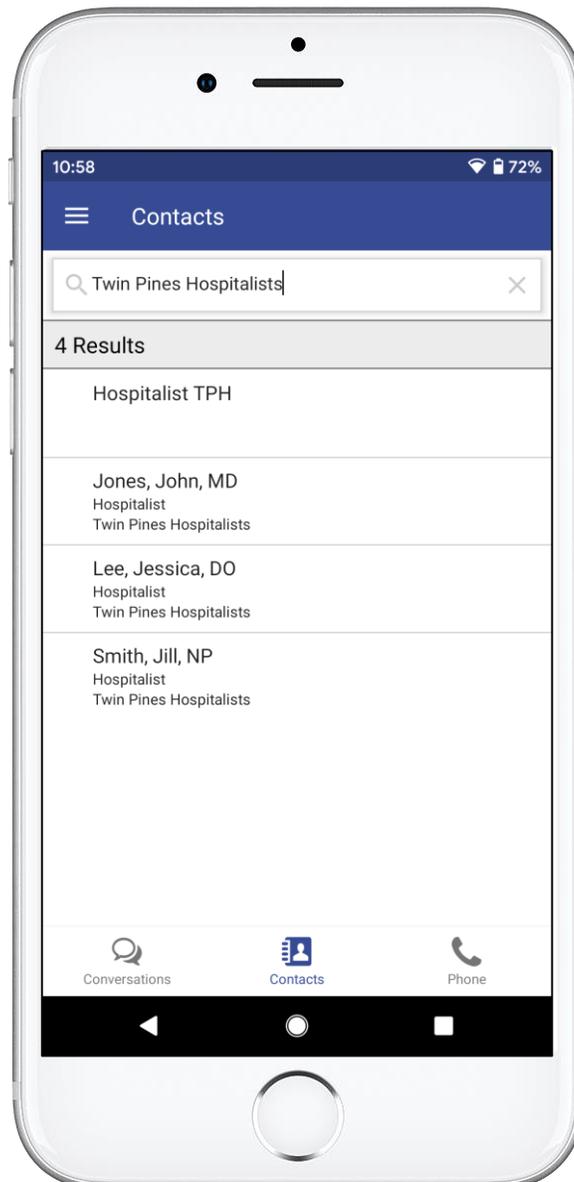


Search Contacts by practice name

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

In earlier versions, you can search contacts by name and then filter by unit or clinical specialty. However, we've learned that searching by name isn't always the right approach. Sometimes staff need to find any doctor in a particular practice.

Now, you can search Contacts by typing in the name of the practice or physician group you wish to reach. For example, by typing ABC Infectious Disease, you can quickly view all practitioners in the ABC practice and select the one you wish to contact. Practice search makes it easier and faster to find the provider you need when all you have is a practice name.

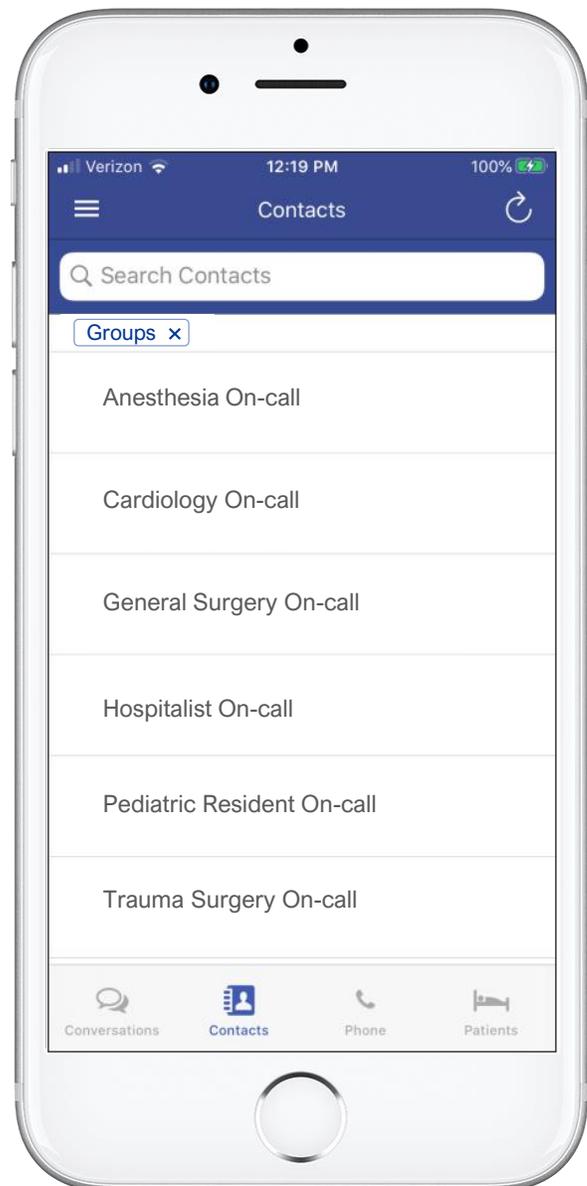
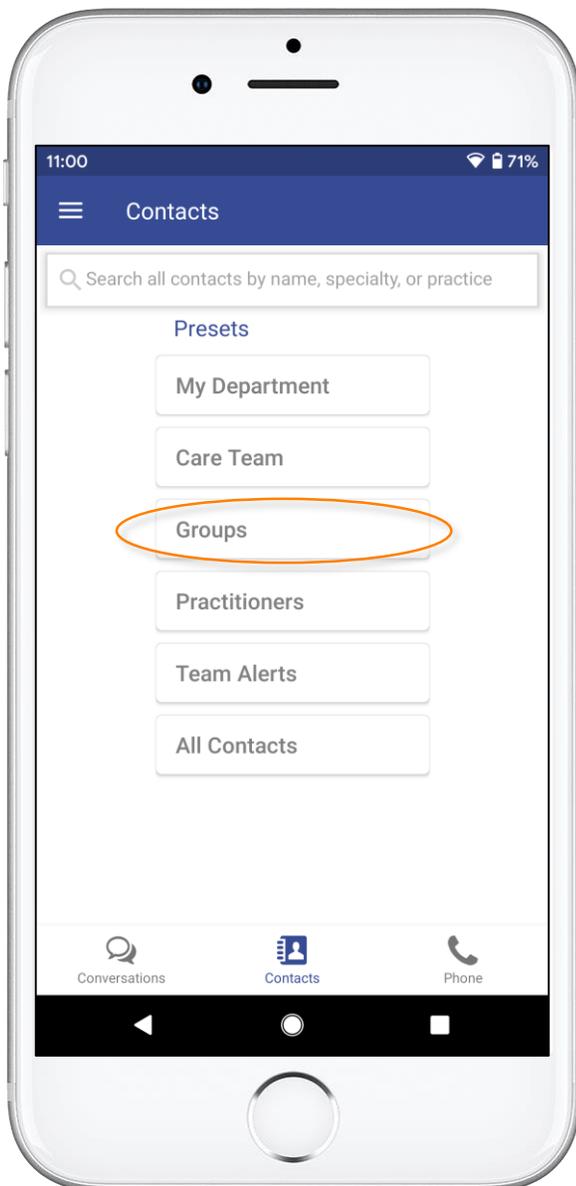


Groups and TeamAlerts quick-lists for mobile apps

Care Team staff often need to quickly find the provider covering an ED/unassigned patient on-call schedule. Others need to quickly mobilize a Code, STEMI, Stroke, or other critical care response team.

Contacting Groups and TeamAlerts is now faster and easier on the Care Team mobile app. New quick-lists enable staff to view and select the group they need without typing/searching/scrolling the entire directory.

Note this feature was previously made available on Care Team web and EMR-embedded apps in an earlier release.



Additional patient details on the conversation view for web apps

Today, Care Team users can click the patient name in a conversation to see more details about the patient.

With this update, users can now see patient MRN, DoB, and Location on the initial conversation screen. By displaying this key patient info on the conversation screen, we reduce clicks and save valuable time for clinicians.

In this January release, web users will benefit from these additional patient details. Care Team mobile apps will receive the same upgrade in our next release tentatively scheduled for late Q1 2021.

BEFORE



AFTER

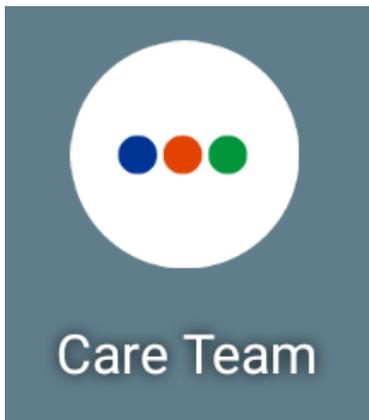


Rebranded logo and app icon

PerfectServe has a new look and a revised mobile app icon.

The changes are subtle, so we don't anticipate any confusion from our end users. Please consider updating any saved resources like saved shortcuts, internal app stores, or training materials.

BEFORE



AFTER

