

Practitioner

April 2021 Release Notes

Practitioner updates coming April 12th

All apps

- Role Based Communications with Care Team users

Mobile apps only

- Notify user of internet connection problems
- Attach photo from library to secure message
- Improve directory filters
- Fix issues when opening a message from a push notification on iOS
- Fix display of backup recipients on iOS
- Fix issue when editing personal groups
- Remove broken Favorite button from “All PerfectServe” directory
- Fix issue with email addresses in secure messages on iOS

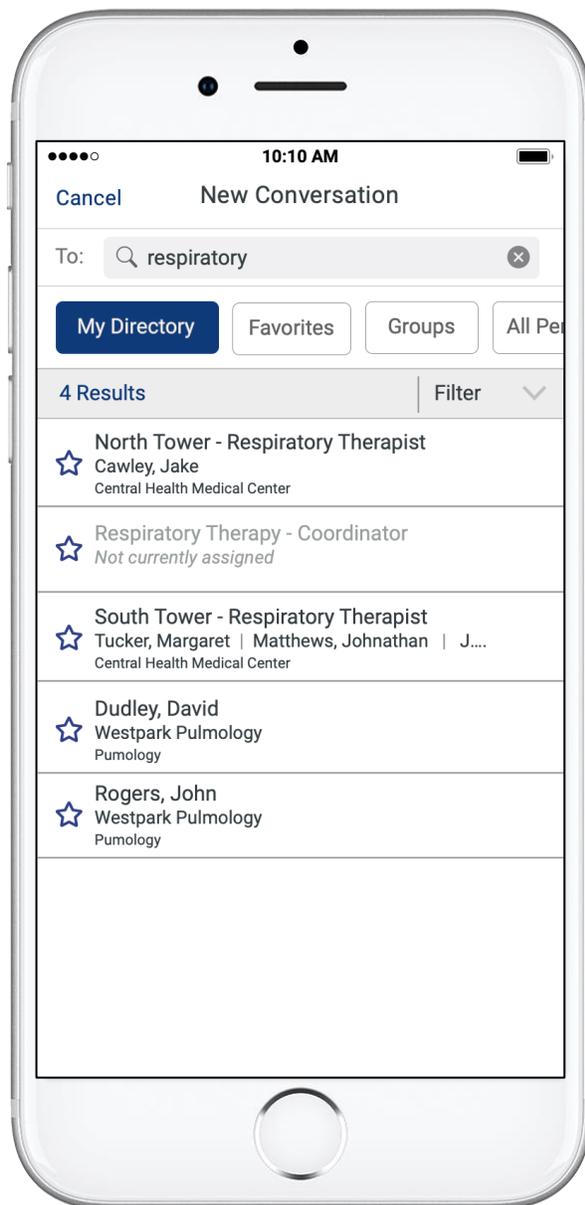
Web and EMR-embedded apps only

- View entire conversation with replies in Tracking dashboard
- Distinguish original vs. backup recipient for alerts in Tracking dashboard

Role-based communications

Inpatient communication workflows typically involve contacting the person doing a job for a particular area of the hospital. For example, the ED might need to contact the Charge Nurse on 3West, or a provider might need to send a message to the Respiratory Therapist covering the step-down unit.

Traditionally, these workflows have been addressed by passing around shared phones/pagers, circulating paper assignment sheets, and tribal knowledge. Challenges persist as care team members must carry multiple heavy devices, and it's difficult to keep up with roles that change frequently throughout each shift. Busy physicians often resort to simply calling the nursing station and waiting on hold.



Now, PerfectServe enables clinicians to identify and communicate with these key roles, without the need to know the name or extension of the person they wish to reach. Simply search the unified clinical directory for the role (e.g. 3W Charge Nurse or Respiratory Therapist) to contact the person or team you need.

Role-based communications enable care teams to streamline communication workflows and reduce the number of devices on the nurse toolbelt. Physicians benefit with improved access to the caregivers they need to reach.

Both Care Team and Practitioner users can search and contact these Roles in their PerfectServe apps. More details about the Care Team user experience are available in our April 2021 Care Team release announcement. Ask your PerfectServe representative for more details on how to get started.

Notify user of network connection problems

Reliable message notification is critical for patient care communications. Unfortunately, notifications are sometimes delayed, and this issue can be challenging to diagnose and resolve.

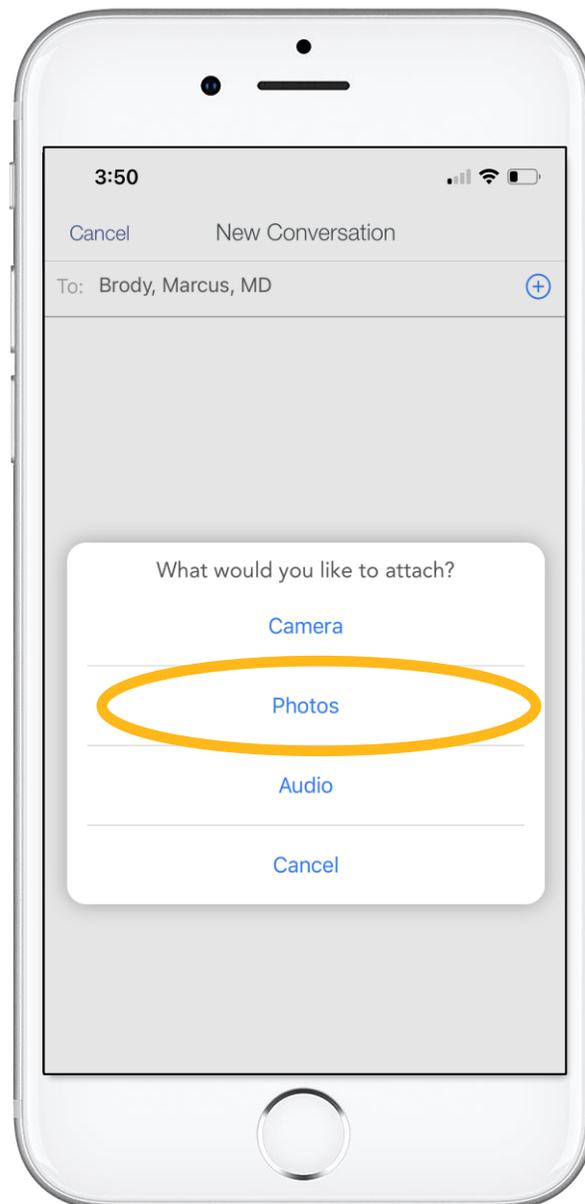
Mobile app push notifications rely on internet connection, but clinicians sometimes need to work in areas with poor connectivity. The Practitioner mobile app now alerts clinicians in real time of potential notification delays due to internet connectivity. Providers may be able to switch to a better Wi-Fi or cellular network, or they can use PerfectServe to adjust their contact method.



Attach photo from library to secure message

Practitioners have long been able to take a photo and send it to a colleague as a secure message attachment. Photos taken in PerfectServe are not stored on the device to maximize security of PHI.

Sometimes Practitioners want to securely share a photo that they took previously. Now, providers can attach an image from their photo library to share as a PerfectServe secure message.

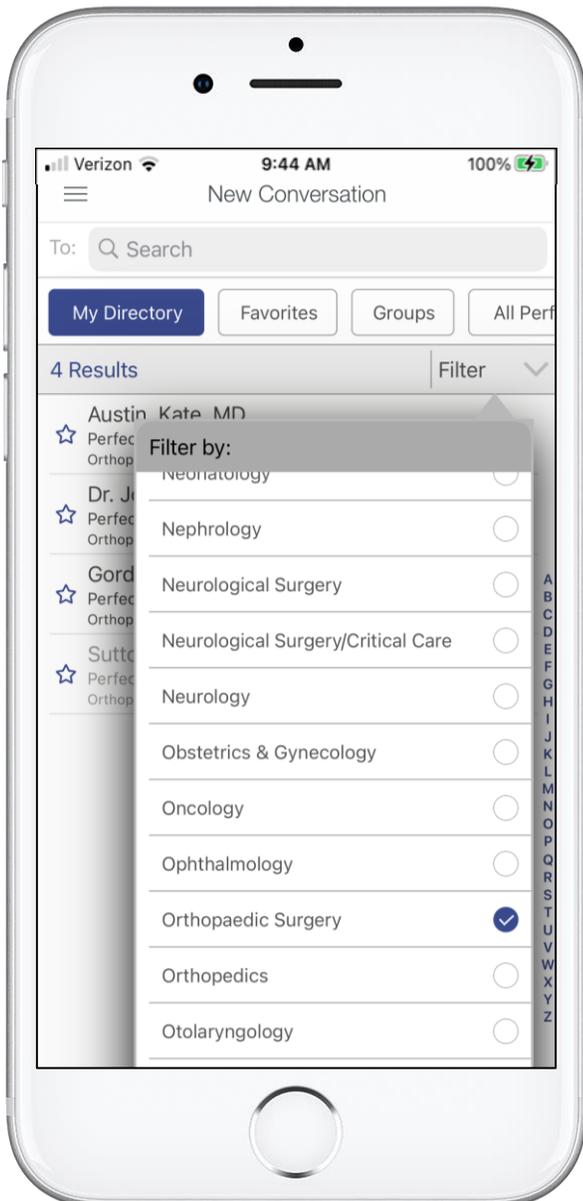


Improve directory filters

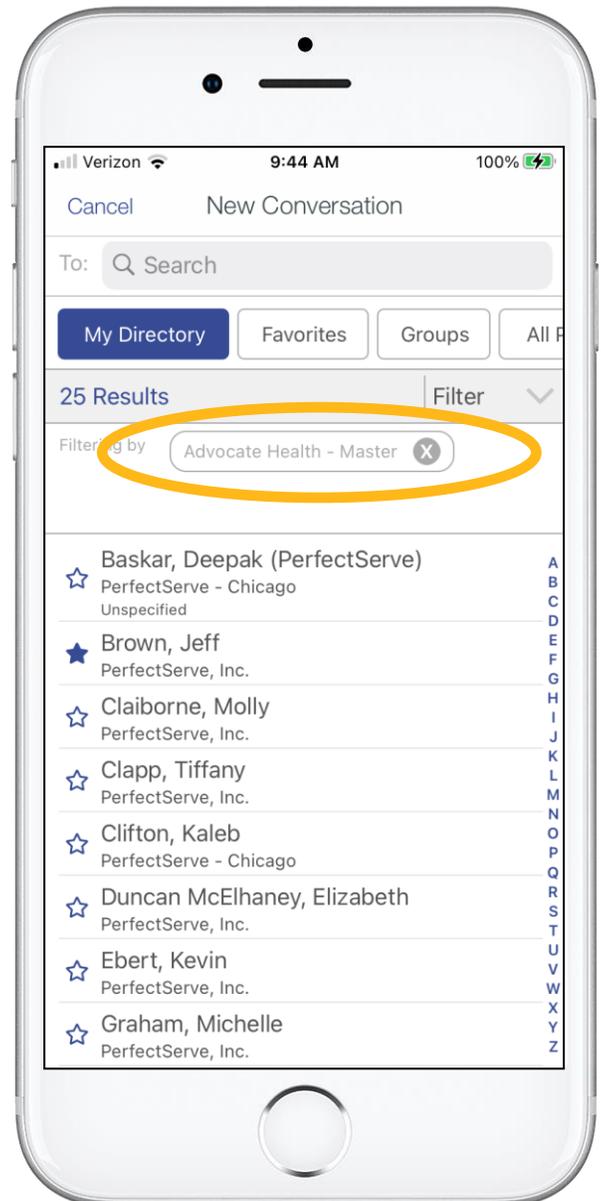
The PerfectServe app features a comprehensive clinical directory of contacts including people, on-call service line schedules, code team alerts, and more. Directory Filters enable Practitioners to narrow their search by Facility, Practice, Specialty, or Credentials.

Previously, it could be challenging to determine which filters were selected, or to adjust those filters. Now providers can easily see which filters are applied and revise their search.

BEFORE



AFTER



Mobile app fixes

Several minor issues have been resolved for mobile users

Fix issues when opening a message from a push notification on iOS

Previously, when trying to open a message from a Push Notification, the app would occasionally not load past the initial PerfectServe welcome screen. That process has been evaluated and updated for a more reliable launch after selecting to open a message from a push notification.

Fix display of backup recipients on iOS

PerfectServe can be configured to automatically escalate unread messages to backup clinicians after a defined period of time. Previously, the application would indicate that a message escalated, but it did not correctly display the name of the original recipient. This has been resolved so that the recipient of the back-up message is aware who received the message initially.

Fix issue when editing personal groups

Practitioners can create and save Personal Groups to conveniently contact teams they need to message frequently. We discovered an issue that created problems when updating and deleting personal groups. This functionality has been resolved so that users are able to edit their personal groups or delete them as needed.

Remove broken Favorite button from "All PerfectServe" directory

When trying to favorite a contact using the "All PerfectServe" search, an error would present where users were unable to favorite or exit the search screen. This has been resolved by removing that favorite button, allowing users to search and contact their colleagues as needed.

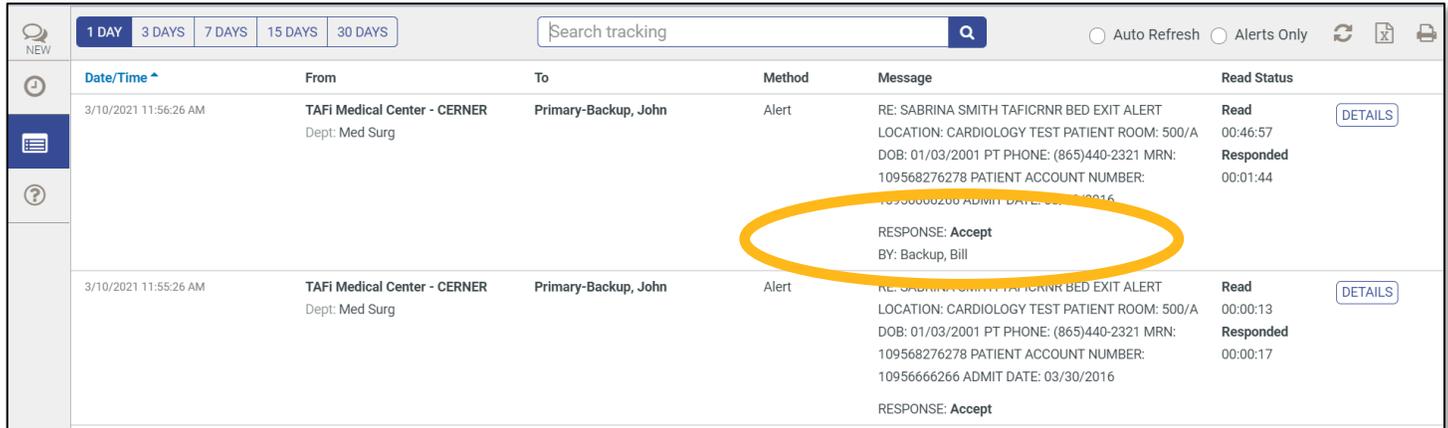
Fix issue with email addresses in secure messages on iOS

The PerfectServe mobile application allows for hyperlinks, but did not previously hyperlink email addresses in our iOS app. This has been updated so users no longer need to copy and paste email addresses shared. Instead, users can simply click the email address in their PerfectServe secure messages to compose a message in their email app.

Distinguish original vs. backup recipient for Alerts in Tracking dashboard

PerfectServe can speed time to care by delivering alerts like critical lab results, consult order notifications, sepsis warning alarms, and more. We integrate with various clinical systems to initiate the alert, which is then routed to the appropriate team member(s) with failsafe escalation. When appropriate, clinician recipients can be asked to confirm that they have Accepted the alert, result, etc. The Tracking dashboard enables staff to monitor message receipt and acceptance.

If the original recipient does not promptly receive and accept an alert, PerfectServe can automatically escalate it to a backup provider. New in this release, the Tracking dashboard now indicates if an alert was accepted by the original or the backup clinician.



Date/Time	From	To	Method	Message	Read Status
3/10/2021 11:56:26 AM	TAFI Medical Center - CERNER Dept: Med Surg	Primary-Backup, John	Alert	RE: SABRINA SMITH TAFICRNR BED EXIT ALERT LOCATION: CARDIOLOGY TEST PATIENT ROOM: 500/A DOB: 01/03/2001 PT PHONE: (865)440-2321 MRN: 109568276278 PATIENT ACCOUNT NUMBER: 10956666200 ADMIT DATE: 03/30/2016 RESPONSE: Accept BY: Backup, Bill	Read 00:46:57 Responded 00:01:44
3/10/2021 11:55:26 AM	TAFI Medical Center - CERNER Dept: Med Surg	Primary-Backup, John	Alert	RE: SABRINA SMITH TAFICRNR BED EXIT ALERT LOCATION: CARDIOLOGY TEST PATIENT ROOM: 500/A DOB: 01/03/2001 PT PHONE: (865)440-2321 MRN: 109568276278 PATIENT ACCOUNT NUMBER: 10956666266 ADMIT DATE: 03/30/2016 RESPONSE: Accept	Read 00:00:13 Responded 00:00:17

View entire conversation with replies in Tracking dashboard

The Tracking dashboard enables clinicians and supporting teams to search and monitor relevant clinical communications. Ensure that patient needs are addressed promptly and enable effective transitions of care with a history communications about your patients.

Earlier versions of Tracking presented the first message in a conversation. Now, you can view the entire conversation, including any replies. Staff can view responses and confirm that patient care needs have been met.

This feature is available upon release to all Tracking users. Note that some customers have configured PerfectServe Tracking to not display PHI. These users can view a log of communications with time, participants, read receipts, etc. In this configuration, conversation replies are not available for display because the replies could contain PHI.

The screenshot displays the 'Details' view of a message in the Tracking dashboard. The interface includes a left-hand sidebar with metadata and a main content area for the conversation. The 'Conversation' tab is highlighted with a yellow circle. The conversation shows three messages from Brody, Marcus, MD, dated 3/9/2021. The first message is 'Patient is ready for evaluation whenever you are ready.' The second is 'Be there in 10.' The third is 'Headed that way now.' with a read receipt of '0 of 1 read'.

Details

Initiated Date/Time
3/9/2021 11:17 am

Message Sent Date/Time
3/9/2021 11:18 am

Source
Brody, Marcus

Method
Secure Text

Contacted
Ravenwood, Marion, MD

Details
Physician

Message
**PATIENT IS READY FOR EVALUATION
WHENEVER YOU ARE READY.**

Notifications Recipients Backups **Conversation**

Group 🔍

Brody, Marcus, MD - 3/9/2021 11:18 AM

Patient is ready for evaluation whenever you are ready.

Brody, Marcus, MD - 3/9/2021 11:23 AM

Be there in 10.

3/9/2021 11:24 AM

Headed that way now.

0 of 1 read 🔍