

Care Team

July 2021 Release Notes

Care Team updates coming July 21st

- Android and iOS – Patient Details on Conversations
- Android and iOS – Rolling Unanswered Phone Calls
- Android and iOS – Transfer Phone Calls

Care Team updates released in April

- Role-based communications
- Remember my callback telephone number

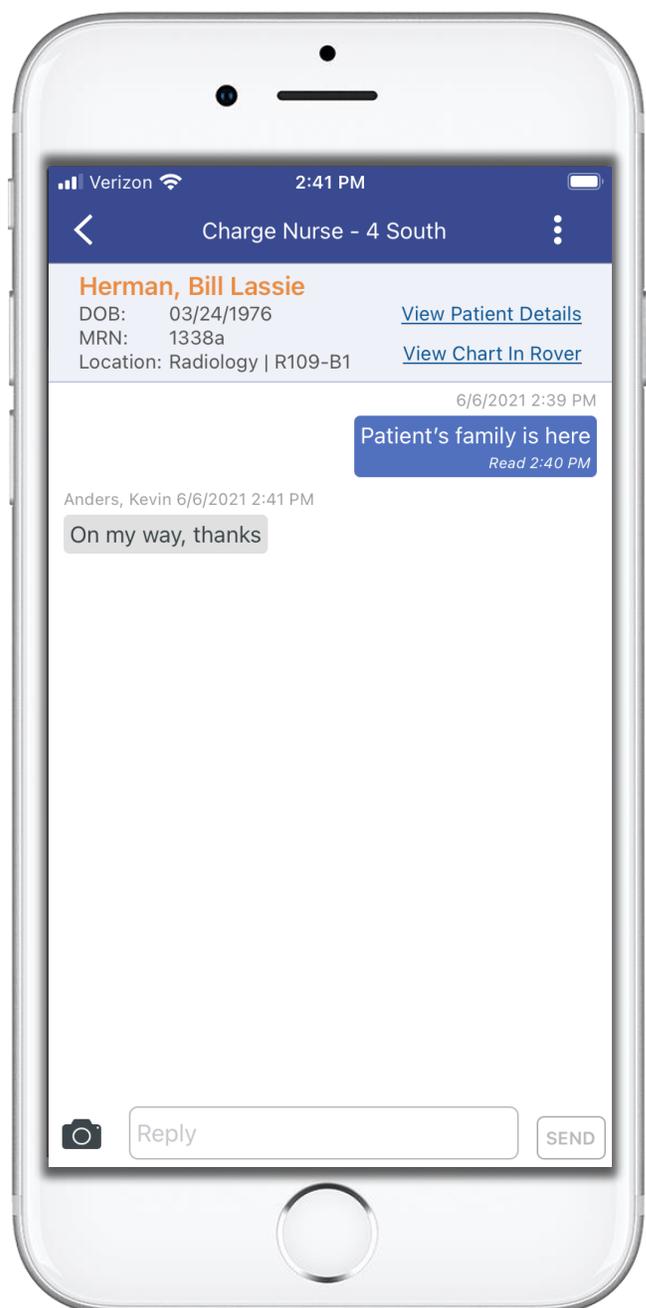
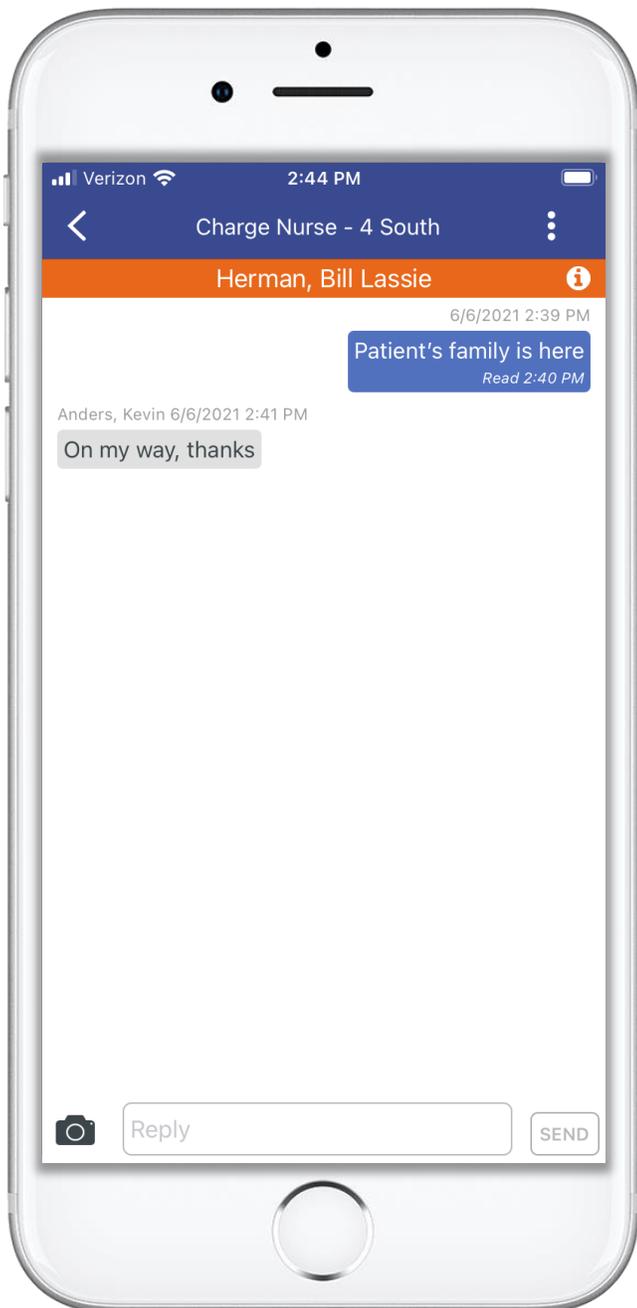
Android and iOS – Patient Details on Conversations

Additional patient details displayed on conversations (DOB, MRN, Location)

On iOS, link to launch patient’s chart in Epic Rover available on conversations

Before

After



Android and iOS – Rolling Unanswered Phone Calls

When using our integrated VoIP dialer solution, customers will be able to configure a number for each department to roll unanswered calls to

A number can be configured at the facility level in addition to or instead of configuring numbers for individual departments

Facility and department numbers configured in the CSP

If a Care Team user doesn't answer a phone call, we will roll the call to the number configured for that user's department

If the user's department doesn't have a number configured to roll calls to, we will roll the call to the number configured at the facility level

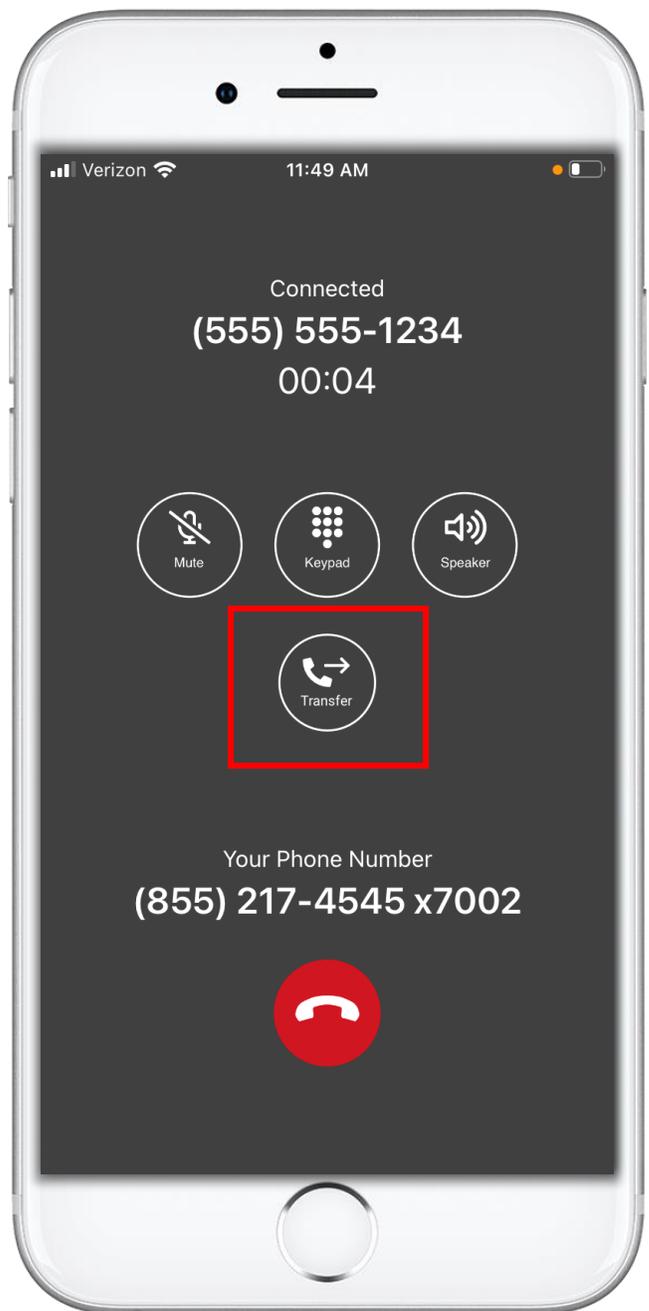
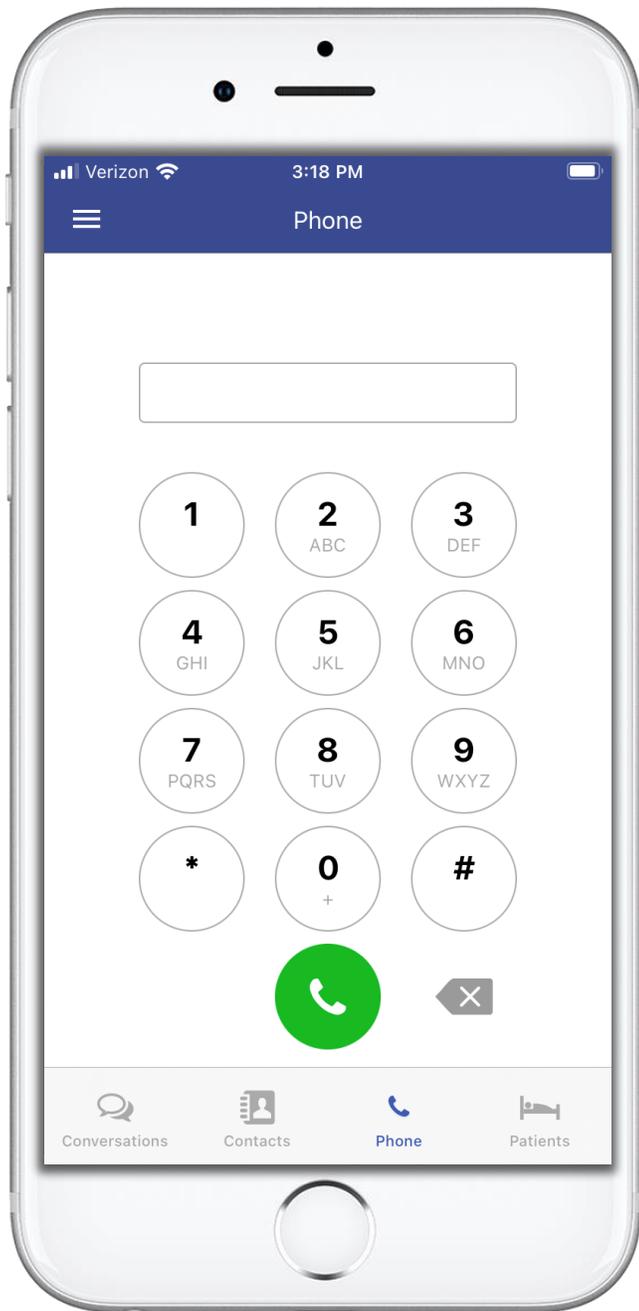
| Twin Pines Hospital | | | |
|-------------------------------------------------------------------------------------------------------|----------------|------------------------------|--------------------------------------------|
| <input type="text" value="Search Departments"/> Export Departments | | | |
| Department Name | Department ID | Department Escalation Number | Stage |
| 2 North | DEPT-M74JADLQF | (998) 223-2123 | Active <input checked="" type="checkbox"/> |
| 2 South | DEPT-M74JADLQF | 7796 | Active <input checked="" type="checkbox"/> |
| 3 East | DEPT-M74JADLQF | | Active <input checked="" type="checkbox"/> |
| 3 West | DEPT-M74JADLQF | (884) 211-9652 | Active <input checked="" type="checkbox"/> |

2 North

| | | | |
|------------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Department Name * <input type="text" value="2 North"/> | Department ID 3b7b2ade-d535-4e34-a7c3-c503c132207f | Department Escalation Number ⓘ If a Care Team user in this department is unable to answer a phone call, and the facility uses PerfectServe for its telephony platform, we will escalate the call to this number. <input type="text" value="9982232123"/> | Active <input checked="" type="checkbox"/> |
|------------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|

Android and iOS – Transfer Phone Calls

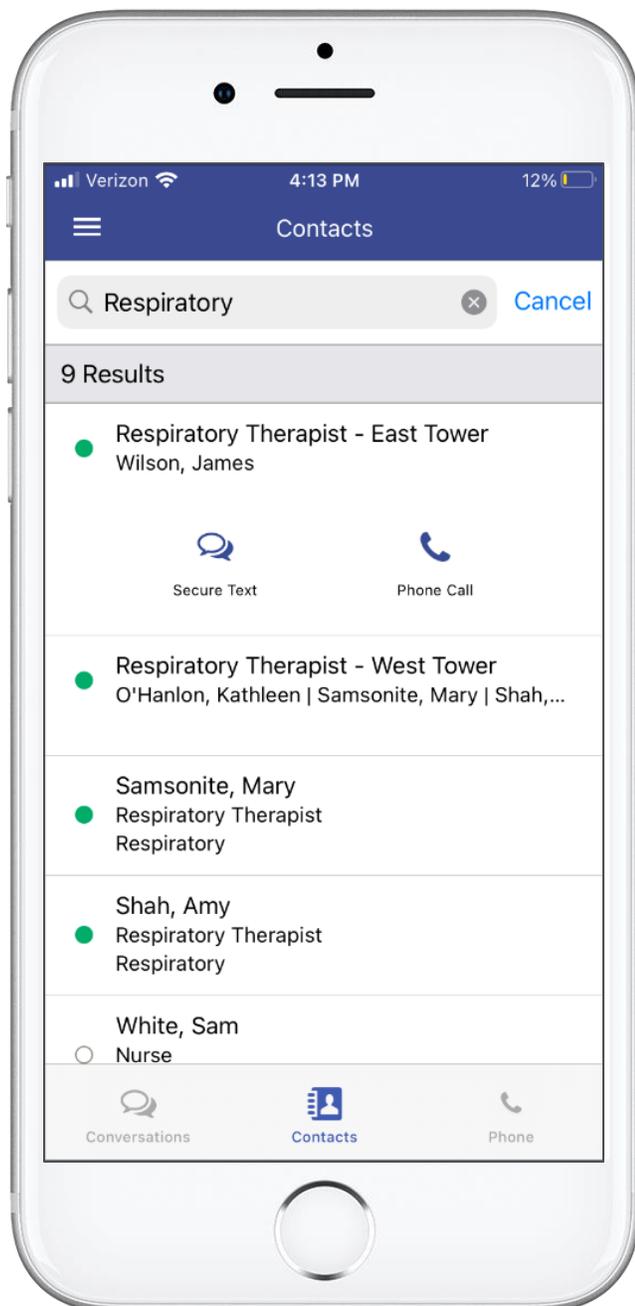
For customers who are utilizing the PerfectServe Nurse Mobility solution, we are able to support new workflows. When using our integrated VoIP dialer solution, users will be able to transfer phone calls to an extension or phone number



Role-based communications (April Release)

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.



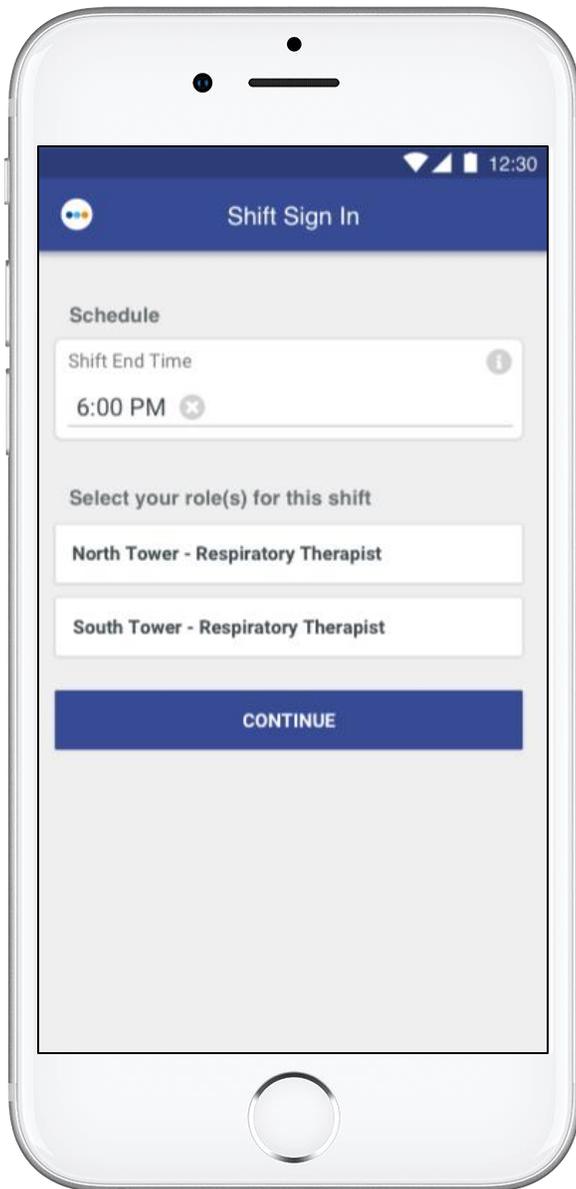
Now, PerfectServe enables clinicians to identify and communicate with these key roles, without the need to know the name or extension of the person they wish to reach. Simply search the unified clinical directory for the role (e.g. 3W Charge Nurse or Respiratory Therapist) to contact the person or team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

Both Care Team and Practitioner users can search and contact these Roles in their PerfectServe apps.

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.

Easily manage changing roles (April Release)

These roles change frequently, so PerfectServe makes it easy for Care Team users to assume their role(s) when they start their shift. After signing in with their badge or password, users will be presented with a list of optional roles they may assume. Simply tap the role, and now anyone in the organization can reach the right team member via PerfectServe. At the end of the team member's shift, they will automatically be logged out of PerfectServe and removed from any assumed roles.



Reach individuals or team roles

Some roles like Charge Nurse tend to be performed by a single person. Others like Therapists, Phlebotomists, Renal, PICC, etc. tend to be a small team. PerfectServe role-based communication supports both workflows.

If more than one person assumes a role, messages sent to the role will create a group conversation. Teams can collaborate and determine which individual in the role will handle the patient care task.

What if no one has assumed a given role? Clinicians can still search for the role in their PerfectServe directory, and they will be informed that no one is covering that function at that time.

Built for Care Teams

This shift sign-in workflow has been optimized in our Care Team applications to suit the needs of these inpatient teams. Physicians using our Practitioner app typically remain signed-in to their BYOD devices long-term. Practitioners will continue to take advantage of our existing on-call schedule capabilities to manage coverage for their service lines. In summary, only Care Team can assume these roles, but both Care Team and Practitioner can contact the roles from their PerfectServe directory.

Contact roles from any hospital phone

Care teams are accustomed to dialing well-known extensions from any phone in the hospital to reach key roles. For example, perhaps staff have dialed 54321 to reach the ED Charge Nurse for many years. While PerfectServe applications make it easier to search and contact roles from smartphones and computers, we know that many communications will continue to happen via traditional desktop phones or wireless handsets.

With PerfectServe role-based communications, staff can continue to dial these internal extensions to reach the person assigned to that role in PerfectServe. By supporting these traditional workflows, we provide a seamless transition to use of smartphone and web apps, as well as providing a solution for team members that do not have access to a smart device.

Note that this ability to contact a role from a hospital telephone is part of PerfectServe's comprehensive Nurse Mobility offering that includes a full integration with your hospital telephone PBX. Other key Nurse Mobility capabilities include signing into your phone with your hospital ID badge and integrated alerts from nurse call and patient monitoring. Contact us to learn more about how we can help mobilize your care teams.



Full administrative control of your role-based communications (April Release)

Customer administrators have full control over their role-based communications through PerfectServe's Client Service Portal web application.

- Create the roles you need
- Manage which staff can assume each role
- Optionally assign well-known telephone extensions to key role

Respiratory Therapist - West Tower

| Role Assignments | Who Can Assume This Role * | | | | | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------|------------------------------|--|--------------------------------------------------------|--|
| <p>Name *</p> <input type="text" value="Respiratory Therapist - West Tower"/> | <p>Which departments, titles, or users can assume this role?</p> <table><tr><td><p>Department</p><input type="text" value="Respiratory"/></td><td><p>Users</p><input type="text" value="Lee, Lemon"/></td></tr><tr><td><p>Title</p><input type="text" value="Respiratory Therapist"/></td><td><input type="button" value="ADD USER"/></td></tr><tr><td colspan="2"><p>Delete Criteria Group</p></td></tr><tr><td colspan="2"><input type="button" value="ADD ADDITIONAL CRITERIA"/></td></tr></table> | <p>Department</p> <input type="text" value="Respiratory"/> | <p>Users</p> <input type="text" value="Lee, Lemon"/> | <p>Title</p> <input type="text" value="Respiratory Therapist"/> | <input type="button" value="ADD USER"/> | <p>Delete Criteria Group</p> | | <input type="button" value="ADD ADDITIONAL CRITERIA"/> | |
| <p>Department</p> <input type="text" value="Respiratory"/> | <p>Users</p> <input type="text" value="Lee, Lemon"/> | | | | | | | | |
| <p>Title</p> <input type="text" value="Respiratory Therapist"/> | <input type="button" value="ADD USER"/> | | | | | | | | |
| <p>Delete Criteria Group</p> | | | | | | | | | |
| <input type="button" value="ADD ADDITIONAL CRITERIA"/> | | | | | | | | | |
| <p>Extensions</p> <p>Choose extension(s) within the following ranges: 7000 - 7999</p> <input type="button" value="ADD EXTENSION"/> | | | | | | | | | |
| <p>Which departments does the role cover?</p> <table><tr><td><input type="text" value="3 West"/></td><td><input type="button" value="✕"/></td></tr><tr><td><input type="text" value="4 West"/></td><td><input type="button" value="✕"/></td></tr></table> <input type="button" value="ADD DEPARTMENT"/> | <input type="text" value="3 West"/> | <input type="button" value="✕"/> | <input type="text" value="4 West"/> | <input type="button" value="✕"/> | | | | | |
| <input type="text" value="3 West"/> | <input type="button" value="✕"/> | | | | | | | | |
| <input type="text" value="4 West"/> | <input type="button" value="✕"/> | | | | | | | | |

Get started

Role-based communication is available to all PerfectServe Care Team subscribers. No additional license is required. Upon release, customer administrators can immediately take advantage of this new feature. Helpful educational materials will be available soon.

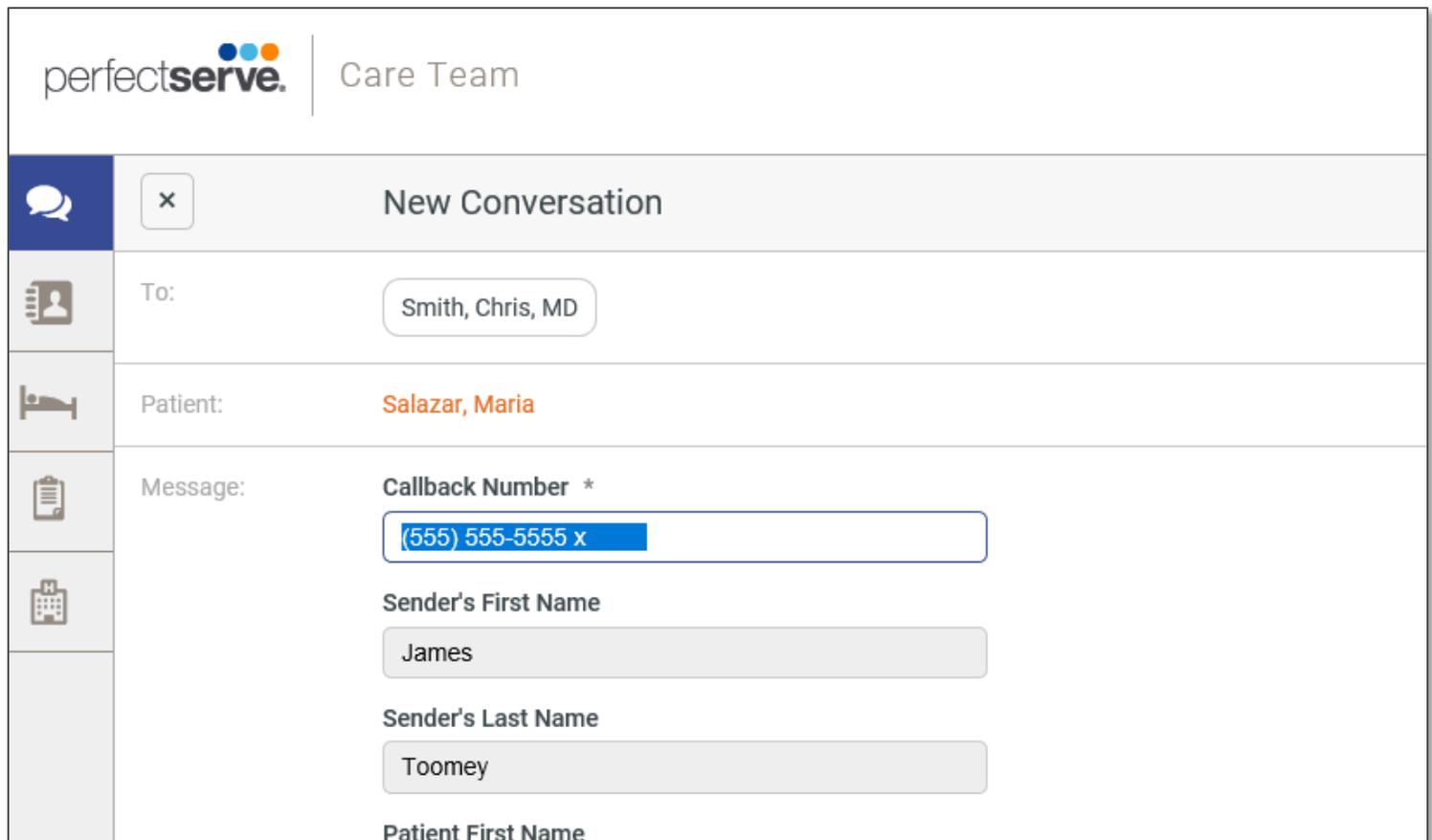
Dialing extensions to contact Roles requires PerfectServe's Nurse Mobility module to obtain the hospital PBX integration. Contact us to get started with Nurse Mobility.

Remember my callback telephone number (April Release)

Care Team users are asked to confirm/update their telephone number when they sign in to Care Team at the beginning of their shift. This number is used to automatically populate the “callback number” when composing a message to a Practitioner. The user can manually change the phone number when sending a message. This is a common workflow for unit coordinators who may send out messages on behalf of colleagues.

In previous versions of Care Team, when a user changed the number on this message composition screen, the new number would be saved and utilized for future messages and calls. In some cases, this resulted in future messages being sent with an incorrect callback number, creating delays and frustrations for physicians and nurses.

With this update, if a Care Team user needs to send a message with a different callback number, that number is used only for that message, and their original callback number remains unchanged from the number confirmed at the beginning of their shift. This better fits the workflow for unit coordinators and reduces the chances of callback number problems. If staff need to update numbers during their shift, changes can be made on the Unit/Dept screen just as in previous versions of Care Team.



The screenshot displays the 'New Conversation' form in the Care Team interface. The form includes the following fields and values:

- To:** Smith, Chris, MD
- Patient:** Salazar, Maria
- Message:** Callback Number * (555) 555-5555 x
- Sender's First Name:** James
- Sender's Last Name:** Toomey
- Patient First Name:** (field is present but empty)