- **Lightning Bolt:** on-call scheduling, replacing SmartWeb and Qgenda

- **TelmedIQ:** clinical paging and mass messaging during an emergency, replacing Spok Mobile

Why?
A reliable messaging solution is mission critical to support timely patient care and to deploy emergency notifications to our Healthcare Team.

Who?
The entire Healthcare Team, in particular:
- o Physicians/APPs/ Clinicians/Nurses
- o On-call Schedulers
- o Staff who use on-call and paging systems

When?
Launches June 2024.

Questions?
www.munsonhealthcare.org/ PerfectServe

PerfectServeProject@mhc.net

Clinical Paging and On-Call Scheduling

In response to provider and clinician feedback regarding the ongoing challenges with Spok Mobile, a multidisciplinary Munson Healthcare team evaluated several technology solutions for clinical paging and on-call scheduling. PerfectServe, rated best-in-class, was selected as it best met our identified needs.

We are excited to launch PerfectServe this June as it will provide:

- Fast, reliable, and safe communication in both the clinical and emergency management settings.

- HIPAA-compliant secure communication/ messaging for providers and clinicians.

- Improved efficiencies in provider on-call scheduling.

- Improved dissemination of emergency notifications to providers and staff.

- Integration with Cerner, Nurse Call, and in the future, our wireless phones.

Although *optional* training will be offered, like many Smartphone applications, PerfectServe's applications and website are very intuitive and user-friendly, allowing many to learn through use. To help support providers and staff, we will provide:

- Self-guided HealthStream module

- On-demand training video

- Optional virtual demos with time for Q&A

- User guides with step-by-step instructions

Look for training and resources closer to go-live.