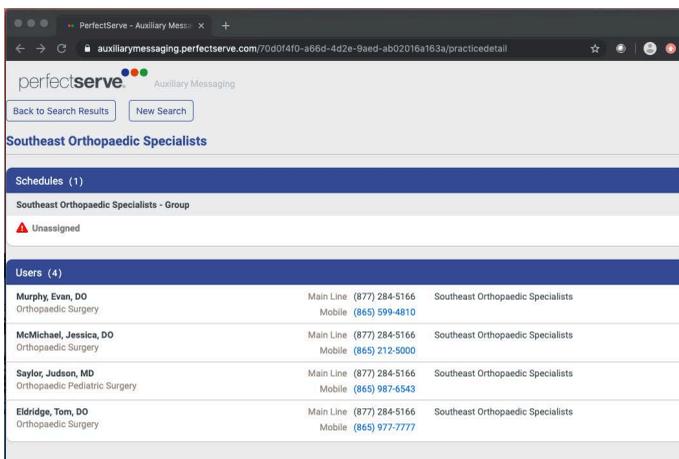
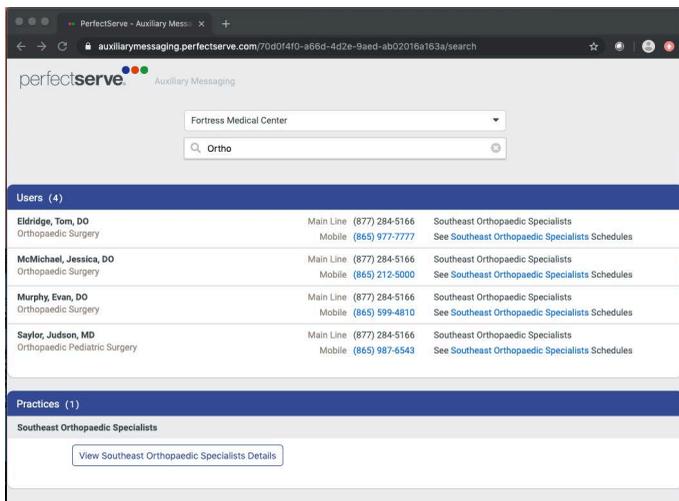
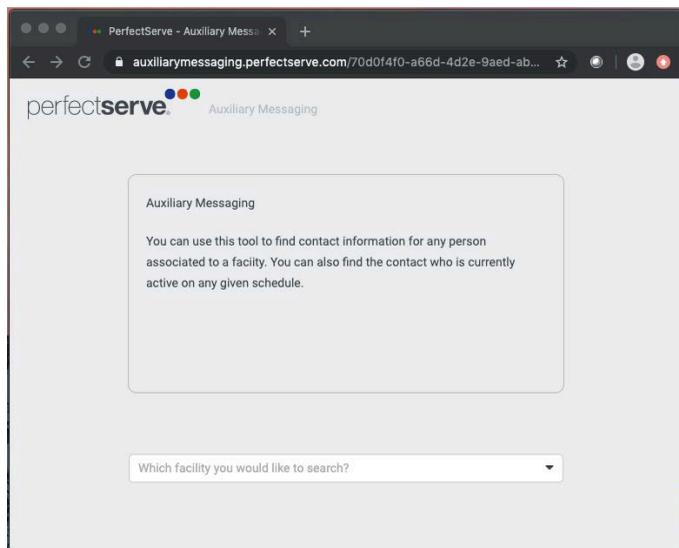


Auxiliary Messaging Platform



PerfectServe is pleased to announce the availability of the new Auxiliary Messaging Platform (AMP). This is a very simple and easy-to-use application that only will become available to accounts during times of extended downtime or account maintenance. This tool will allow you to connect with the right practitioner until the main PerfectServe service resumes.

AMP is accessible via a unique web-based URL generated specifically for each account and makes available directories associated to your one or many facilities just like the PerfectServe platform. It is hosted in an entirely separate area in the cloud not to be impacted by existing platform events.

Search by user, group, or specialty to view contact information of identified clinicians or identify who is on call via group schedule. From there, send non-secure SMS and Pager text messages to enabled devices, as well as search and contact a team alert.

Q How do I get access to the Auxiliary Messaging Platform (AMP) tool?

A You can request via your PerfectServe Customer Success Advisor or Support Technical Lead.

Q Is there a cost?

A Not at this time.

Q How do I use AMP?

A A custom URL is provided based on privileged access to the facilities of choice and associated clinician directories. You can distribute this URL to individuals who will need access during a planned or unplanned downtime event

Q Can I access the URL whenever I want?

A No, this URL will provide AMP tool access only during a downtime event.

Q What are the criteria for a downtime event?

A When Care Team or Practitioner web and mobile incur extended performance issues or is no longer accessible due to account maintenance

Q Will I be notified of it being turned on?

A Yes, we will notify you via email notification and in the future by our client downtime notification methods and customer bridge.

Q When is it inaccessible?

A PerfectServe will communicate a formal “All Clear” client notification so that everyone is aware the platform is accessible and follow this step inactivating the Auxiliary Messaging Platform link.

Q How often is data in sync between the Auxiliary Messaging Platform and the PerfectServe platform?

A PerfectServe has a routine sync for who was on-call which occurs every four hours throughout the day.