

- Clinical end users (nurses, pharmacists, case managers, resp therapists, etc.) can now text back and forth with Providers via PerfectServe's desktop version or a new mobile app on shared iPhones
- This is for communication with **PROVIDERS ONLY**, Voalte remains as our communication tool among non-providers

Desktop Version: (PerfectServe Web Care Team & WEBLINKS) – Sign in at the beginning of your shift

- Click on the new icon on the desktop or through Weblinks in Epic and select your department
- Select your name from the list on that department, if your name is not there, you must IMPORT yourself (CNRO and Float nurses have to do this!) Importing can only be done on the desktop version
- Tap Activate, tap your name and log in using your NHMRC Email/Epic password
- Complete the shift sign in window, enter your shift end time +30 mins, add your 10-digit Voalte phone number
- Select 'new conversation', search for attending, search for patient name or room number
- Choose the correct priority *
- Create and send your message, watch for 'read' receipts, respond to texts as needed
- Sign out at the end of your shift



Mobile App Version (Perfect Serve Care Team) – Sign in at the beginning of your shift

- Tap on the app icon on your shared iPhone (Select 'allow' if prompted for all permissions) and log in using your NHRMC Email/Epic password
- Set a 4-digit pin to allow easy re-sign in during your shift
- Select your department from the list, then select your name
- Complete the shift sign in window, enter your shift end time +30 mins, add your 10-digit Voalte phone number
- Select 'new conversation', search for attending, search for patient name
- Choose the correct priority *
- Create and send your message, watch for 'read' receipts, respond to texts as needed
- Sign out at the end of your shift



*PRIORITIES

EMERGENT: Patient condition requires an immediate response. No texting with this selection. You will be prompted with a phone number to speak directly with a provider.

URGENT: Defined as patient safety, pre-rapid response, requiring a 15-minute turn around

ROUTINE: Does not require an immediate response, up to a 45-minute turn around

DISCHARGE DEPENDENT: Send if patient is ready for discharge and has outstanding need. Requires a 15 minute turn around

TEXTING RULES AND ETIQUETTE

- Orders cannot be texted, must be entered by the provider, this is a CMS regulation
- Use SBAR (Situation/Background/Assessment/Recommendation) whenever you can to make a message clear and concise
- Critical Lab Values must have a closed circle of communication-either verbally through a call or through newly entered orders, see NHRMC policy. When communicating a critical value, please include previous value for reference if possible
- Do not text providers for Code Blue, Code Sepsis, Code Stroke, STEMI, Code 17
- All texts are discoverable
- No photos via PerfectServe, photos are taken and stored in Epic via Rover or Haiku
- **Avoid the use of text messages for FYI** and to notify providers of routine items that could be addressed during rounds.
- Choosing 'patient not listed': For hospitalist patients – **Only** use this choice if the patient truly **does not have an attending assigned** in Epic because the message will route to the hospitalist who is assigned to specifically take **NEW** consults and admissions, and could result in delayed patient care. For non-hospitalist patients – PS syncs with Epic every 15 mins so the patient's name not listed should not happen often, however, message routing is based on the attending selected and his/her call schedule, and patient information will have to be entered manually.