

4 Elements of a Great PerfectServe Message for Nurses, Clinical, Clerical Staff

EDUCATION

Composing Messages in PS Clinical Collaboration

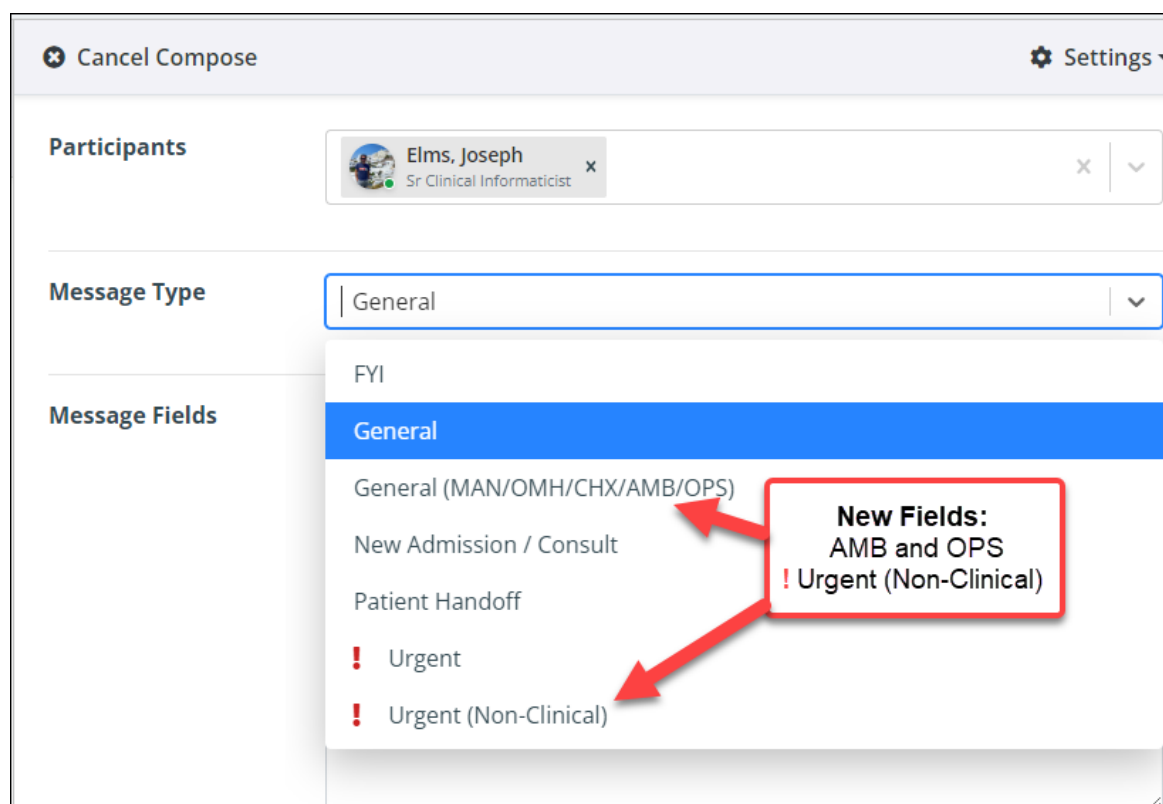
Before messaging:

1. Ensure the selection of the correct person (nurse, RT, hospitalist, consultant, etc.).
2. Can you find the answers in the EHR (notes, results review, orders)?
3. Can the question wait until rounds or when you see the team member in person?
4. If not, please proceed with a secure message.

Sending a Message or Page

Search within PS Clinical Collaboration for the service or specific person to contact:

1. Call schedules will automatically determine the provider on call.
2. Select the needed message type and enter the required fields.
3. Alerting steps will begin once the message is sent.



Cancel Compose Settings

Participants

Elms, Joseph
Sr Clinical Informaticist

Message Type

General

Message Fields

FYI

General

General (MAN/OMH/CHX/AMB/OPS)

New Admission / Consult

Patient Handoff

! Urgent

! Urgent (Non-Clinical)

New Fields:
AMB and OPS
! Urgent (Non-Clinical)

Core Elements of a Message:

1. Message Type
2. Patient Encounter/Patient's Name and MRN (required on certain message types)
3. Content or Message
4. Callback Number

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Message type drives the level of urgency, and which alerts are sent.

Priority/ Message Type	Alerting Process	Notes/Examples
LOW PRIORITY		
FYI	Single push notification.	<p>No action or callback is needed.</p> <ul style="list-style-type: none"> • <i>Healthy newborn just born and want to inform the provider after hours.</i> • <i>Non-urgent patient request and/or concern.</i> • <i>Lab or radiology test that has been completed.</i>
NORMAL PRIORITY		
General*	<p>A single push notification waits 15 minutes and follows up with an SMS text.</p> <p><i>*Select General MAN/OMH/CHX/AMB/OPS if the patient is located within, or the recipient of services at practices in Charlevoix, Manistee, Otsego Memorial Hospital, Ambulatory or Outpatient Services; otherwise, select General.</i></p>	<p>Use when needing an order and/or call back – Action needed but not emergent, e.g., increased pain and needs medication, restraint orders, etc.</p> <ul style="list-style-type: none"> • <i>Jones, Sam 999999, now increased vomiting with increased pain, Susi 904-867-5309.</i>
New Admission/ Consult	A single push notification waits 15 minutes and follows up with an SMS text.	<ul style="list-style-type: none"> • <i>New admission in ED room 3. Susi 9048675309.</i> • <i>New consult for patient potentially needing infectious disease, Susi 904-867-5309.</i>
HIGH PRIORITY		
! Urgent	A single push notification waits 5 minutes, follows up with an SMS text, waits 1 minute, then calls the provider/care team member's mobile number.	<p>Use when needing an urgent callback ASAP (within 10 minutes), abrupt change in patient condition/clinical concern, e.g., STEMI, MRTs, PRTs, change in breathing, hypotension, etc.</p> <ul style="list-style-type: none"> • <i>Jones, Sam 9999999999, ABG results have not changed, breathing more labored, Susi 904-867-5309</i>

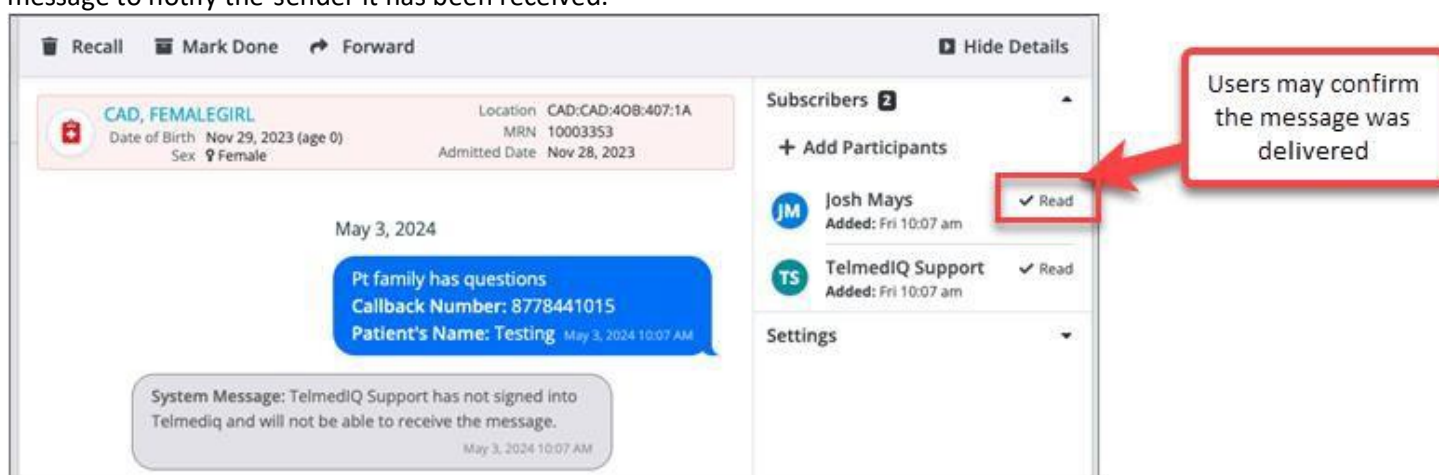
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! Urgent (Non-Clinical)	A single push notification waits 5 minutes, follows up with an SMS text, waits 1 minute, then calls the provider/care team member's mobile number.	Use for non-patient-specific URGENT issues. All that is needed is a callback number. <ul style="list-style-type: none"> <i>Flood in the basement</i> <i>Phone outages</i>
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Best Practices for Replying to a Page

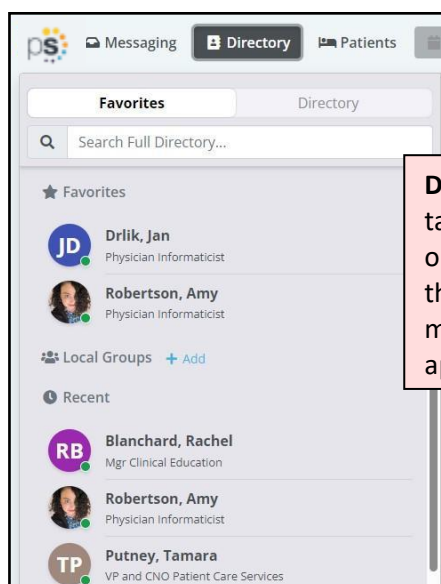
PS Clinical Collaboration displays when a message has been Read. Therefore, users do not need to respond to a message to notify the sender it has been received.



Users may confirm the message was delivered

REMINDER: A callback is still the standard process for communication.

PS Clinical Collaboration Desktop Console View



During shift change: Use the Directory tab to confirm that the recipient is still online (green dot) before messaging. If the recipient is offline, sending a message to the on-call group may be appropriate.

Telmediq Phone App

