

# PowerScribe 360 Critical Results and PerfectServe

Manage actionable findings to enhance radiology workflow, maximize compliance, and improve outcomes.

When a radiology exam reveals a critical finding, it's essential to get the right information to the right provider quickly. When you think about your current process, you may ask yourself several questions: Can you ensure the necessary processes are followed without adding extra steps to the radiologist's workflow? Can you make compliance easier and more consistent by optimizing existing infrastructure? And, because not everyone receives messages in the same way, are there ways for you to efficiently accommodate diverse communication needs and workflows?

The answer to all of these questions is yes. Nuance® PowerScribe® 360 Critical Results and PerfectServe® integrate seamlessly, which means actionable findings are easily captured and sent according to the ordering clinician's communication preferences. The powerful, integrated solution combines PerfectServe's proprietary Dynamic Intelligent Routing® capabilities with the robust notification protocols of PowerScribe 360 Critical Results. Together, these technologies ensure messages are routed quickly to the correct providers and then acknowledged. Ordering clinicians can communicate more quickly with their patients, and the communications loop is closed and tracked for compliance purposes.

## Dynamic message targeting with flexible options

The intelligent routing technology from PerfectServe accounts for ordering clinicians' schedules and availability. When radiologists send critical results messages from PowerScribe 360 Critical Results, Dynamic Intelligent Routing accounts for provider on-call schedules, attending, resident and clinical team after-hours preferences, and more, to deliver the right notifications to the right providers on their secure device.

Managing the notification preferences of a diverse clinician population can be both complex and challenging, but the integration of PowerScribe 360 and PerfectServe streamlines this process. The flexibility of the PowerScribe 360 solution allows for a hybrid workflow; if some clinicians are not enrolled and profiled in PerfectServe, they will receive their messages through the standard Critical Results process.

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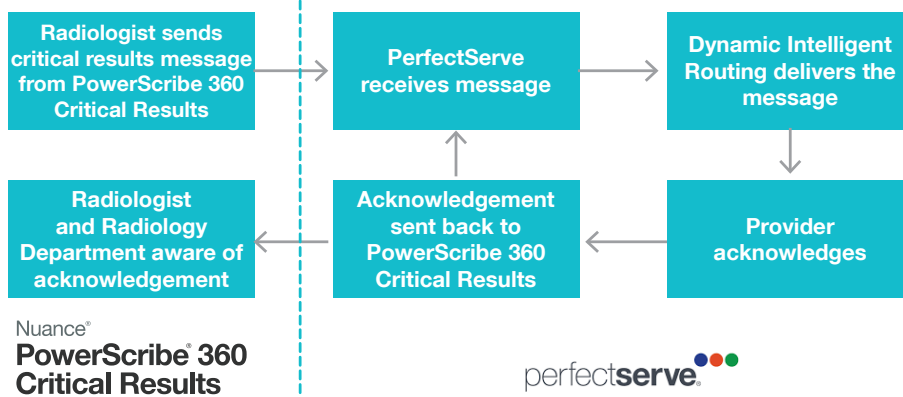
## Key features

- Integration of the powerful technologies of two leading healthcare technology partners
- Dynamic accommodation of provider schedules and availability
- Bidirectional message flow between PowerScribe 360 Critical Results and the PerfectServe application on clinician's preferred device
- Expedited workflows
- Advanced message routing
- 24x7 monitoring

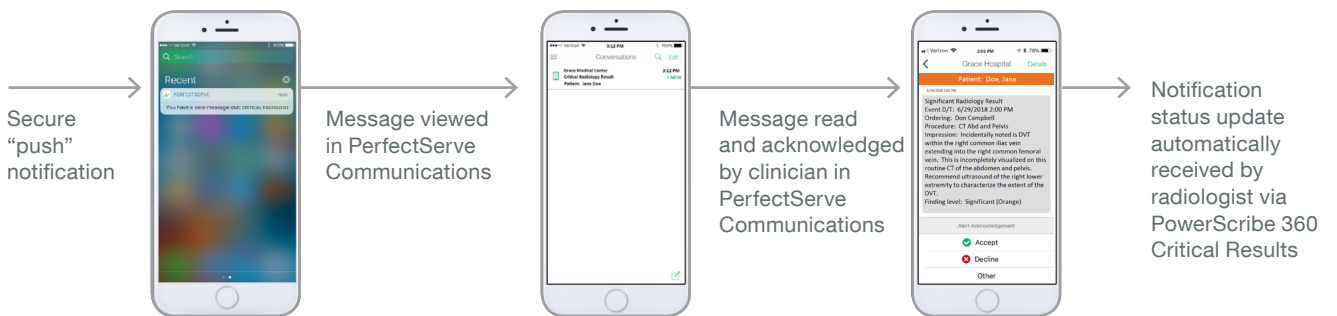
## Key benefits

- Streamlines provider workflows and optimizes existing communication infrastructure
  - Routes actionable findings to the responsible clinician accurately and efficiently
  - Enhances patient safety and reduces risk of sentinel events while satisfying both radiologists and ordering clinicians
  - Maximizes compliance efforts
  - Accommodates a diverse clinician population, allowing PowerScribe 360 Critical Results to reach providers not enrolled in PerfectServe
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**PowerScribe 360 Critical Results integration with PerfectServe**



**Notifications within the PerfectServe Mobile App**



**Maximize efficiency and compliance**

With the integration of PowerScribe 360 Critical Results and PerfectServe, organizations will realize:

- Streamlined setup and configuration
- Seamless, targeted communication of actionable findings
- Confidence that messages have been delivered to appropriate clinicians

Additionally, organizations can access Nuance’s professionally staffed, 24x7 monitoring service that alerts users of gaps in message delivery or acknowledgment. Personalized consultation services and enhanced compliance reports help assess performance, optimize operations, and improve Joint Commission compliance efforts.

By combining the technical expertise of two proven leaders in the healthcare industry, organizations can maximize clinical and operational performance, improve compliance efforts, reduce risks, and improve patient outcomes.

To learn more about how Nuance Healthcare can improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

**About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).