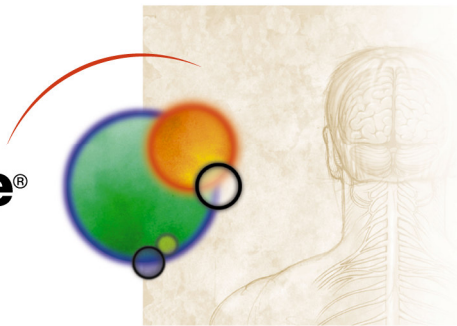


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## **Fauquier Hospital nurses increasing productivity by 15-25 minutes per shift with PerfectServe**

**KNOXVILLE, Tenn.** — In an effort to eliminate communication breakdowns that contribute to delays in care and clinical decision-making, [Fauquier Hospital](#) in Warrenton, Va., recently deployed the [PerfectServe](#) physician-contact network.

“With PerfectServe, we are saving around five minutes per call,” said Karen Gilbert, surgical unit nurse. “We contact physicians three to five times a workday, unless it is a busy day, so we are saving between 15 and 25 minutes per shift.”

“PerfectServe definitely saves us time,” said Babetta Glasco, ICU nurse. This is because PerfectServe assembles and maintains the communications workflow for every physician on Fauquier Hospital’s medical staff for every moment of every day. When a nurse dials PerfectServe, calls route automatically according to the physician’s rules. So communication occurs much faster, with greater accuracy, safety and reliability.

### **Faster physician-contact to enhance efforts to reduce length of stay.**

“We are confident that PerfectServe will reduce our length of stay by speeding connection times between staff and physicians,” Linda Sharkey, chief nursing officer at Fauquier Hospital, said. “It allows our nurses and doctors to directly access any physician by dialing a single phone number.”

### **Fauquier nurses get orders more quickly.**

“I was in a room with a patient and had just removed a central line. I had to apply pressure and couldn’t leave because the patient was having problems,” said Marsha Cooke, surgical nurse. “I tried the call button, but, because we were really busy at the time, no one was at the desk to help. Applying pressure with one hand, I used my other hand to dial the PerfectServe number with my wireless phone. The call went directly to the right physician and I was able to get the appropriate orders.”

“Before PerfectServe, we often had to call three or four numbers before finding the right hospitalist. Now we are able to contact the right doctor in a single call,” said Shannon Garrison, ICU nurse.

Fauquier Hospital is a [Planetree](#) designated facility recognized nationally for its performance in delivering advanced patient-centered care. For more information, visit [www.fauquierhospital.org](http://www.fauquierhospital.org).

The PerfectServe physician-contact network automatically routes calls and messages to the right doctor, at the right time, in the precise way each physician wishes to be reached. The company currently serves nearly 12,000 physicians in 150 markets across the U.S. For more information, visit [www.perfectserve.com](http://www.perfectserve.com).

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