

Physician Communication and Scheduling Overview

In August, Northwestern Medicine will replace PerfectServe with Vocera clinical communication application and QGenda on-call scheduling platform at Kishwaukee Hospital and Valley West Hospital. This effort will encourage effective collaboration and promote continuity and clarity within the inpatient care team. The transition will take place on August 3 at Kishwaukee, and on August 10 at Valley West.

Download Vocera and QGenda applications on your personal device today. They will be integrated to enable you easily view and manage on-call schedules and communicate with colleagues and staff.

Capability - Communications	perfectserve	vocera
Make two-way HIPAA-compliant text and calls to individuals or groups using free text or templates	✓	✓
Manage your availability to avoid unwanted calls or texts using do not disturb and unavailable options	✓	✓
Create a favorites contact list	✓	✓
Make urgent calls that break through other calls for emergencies		✓
Use own device and cellular network to make calls	✓	
Use VOIP to make calls using NMMOBILE Wi-Fi network		✓
Accessible on mobile or desktop	✓	✓
Use a systemwide directory searchable by name, role, specialty, group or care team		✓
Attach images and patient information	✓	✓
Ability to block caller ID	✓	✓

Capability – On-call Schedules	perfectserve	QGenda
View current-day on-call schedules <i>Also accessible in Vocera</i>	✓	✓
View future on-call schedules days, weeks or months ahead	✓	✓
Swap on-call assignments	✓	✓
Sync on-call schedule to your calendar		✓
Accessible on mobile or desktop	✓	✓