

Intended for St Joseph Hospital Physicians

### **Physician Instructions for How to Request “PerfectServe-Practitioner” user accounts**

Practitioners are now be able to request “PerfectServe” user account(s) by visiting [www.perfectserve.com/register](http://www.perfectserve.com/register) website. The request process takes about 2 minutes. Once on this website, then go to left side of webpage and click on “Practitioner Get started” link (as shown below). Then simply fill out and submit the online form, and your new account will be created and emailed to you.



Thank you for visiting the PerfectServe registration page. Because you or your providers practice at a hospital which will contact you via PerfectServe, it's important to designate your personal contact preferences and practice information.

Spending less than ten minutes to answer the following questions will ensure that you are only contacted at the right time and in the right way. This is possible because PerfectServe assembles and maintains the communications workflow, call schedules, and contact preferences for every medical staff member, for every moment of every day. After you submit your contact preferences below, we'll be in touch to help you get started.

Please note: All information provided here is kept strictly confidential. No one at the hospital will see your device numbers.

**Providers** ▲  
[Click Here to Get Started](#)

**Practice Managers**  
[Click Here to Get Started](#)

#### **Just a few reminders:**

- You can request any specific routing set up configurations for your account by contacting PerfectServe 24/7 Support center at 877-844-7727, or for any of your PerfectServe support needs).
- Your existing active " St Joe's AD/Network/Computer Login username + @stjoe.org will be your username to login to PerfectServe (and PerfectServe password is your existing associated St Joe's password). Example: John Doe physician username is [DoeJ1@stjoe.org](mailto:DoeJ1@stjoe.org) because he normally logs in to St Joe's computer with "DoeJ1" and uses his existing password.
- To use the PerfectServe Practitioner mobile app, please reference the instructions on StaffHub – St Joseph Hospital QuickLinks page, under the "Resources/Tools" section for these same set of PerfectServe Practitioner download instructions/usage guides.  
<https://staffhub.my.salesforce.com/articles/QuickLink/St-Joseph-Orange-QuickLinks>
- Please note, since your AD/Network/Computer Login and password will be associated with this new PerfectServe user account, if you need password reset, please call St Joseph Health Service Desk at 714-937-7460. \*\*For 4 digit pin's related to PerfectServe Practitioner user account, the PerfectServe support center can assist you at 877-844-7727.

**Example of Online Registration Form/Instructions below (next page):**



## General Information

State

Please select your state

First name

Last name

Mobile number

Mobile carrier

Email address

Mobile phone type

NPI number (optional)

Credentials

Do you need access to PerfectServe mobile application?

Specialty

User Principle Name (UPN) or Hospital Username (i.e. jdoe@hospital.com and/or jdoe)

Practice name

Office Mainline

All fields required

Next

This is your existing St Joe's computer login username + @stjoe.org (So in the above example for John Doe, he logs in the computer with "DoeJ1" and append @stjoe.org (for example: [DoeJ1@stjoe.org](mailto:DoeJ1@stjoe.org) would be entered in this field). This would not be your email address.

This is your existing St Joe's email address (example: John.Doe@stjoe.org).

## Last Step

PerfectServe DocLink is funded entirely by the hospital—at no cost to you. PerfectServe Practice is an *optional* service that extends PerfectServe's rules-based call routing capabilities into your office to replace your existing answering service.

### Flexible call management customized to the way each individual doctor works.

With PerfectServe Practice™, physicians are no longer disturbed needlessly when they're not on call. And when they are on call, they are contacted in the way they should be reached. PerfectServe's rules engine filters communication events based on multiple variables unique to physician practice workflows.

When a call comes into your practice, PerfectServe responds to your rules for that moment in time, automatically assembles the correct call path and routes the call appropriately. The need for operators to read and interpret your instructions on each and every call is eliminated, as is the potential for human error.

Would you like more information?

All fields required

Complete Registration