

Enhancing Your Patient Relationships (Using PCC)

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PCC UC 2015



Pediatric EHR Solutions

Control Your Future™

Clinical Response and Communication

Clinical Response

- Actual
- Perceived

Communication

- Outgoing
- Incoming

Clinical Response and Communication

What did she say?!



Clinical Response: Actual

“How many 13yo boys in my practice have not completed their HPV series yet? And who are they?”

“I want to make sure every one of my patients has had an autism screening at least once by the age of 3.”

“I want to send a letter to everyone in my practice who is overdue for a well visit and isn't already in the appointment book.”

PCC Recaller: **<http://bit.ly/1IyKCxP>**



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Clinical Response: Actual

“I want to send an email or a text to the parents of the 13yo boys who need HPV vaccines.”

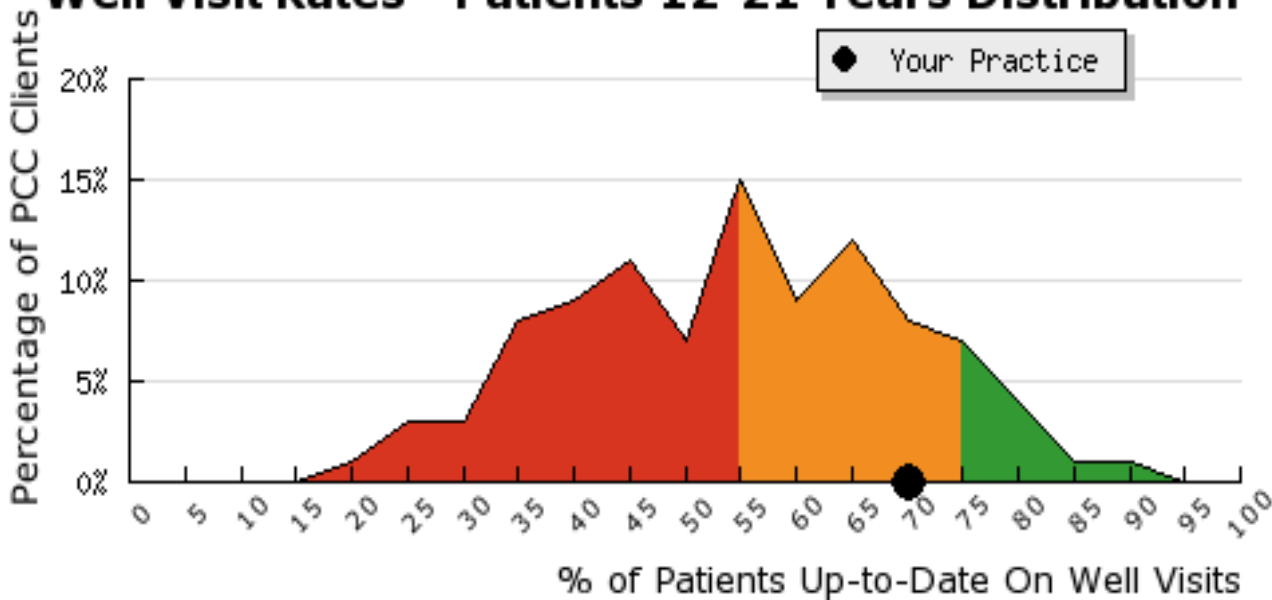
“Every patient missing an autism screen should receive a phone call ASAP!”

“I don't care if we call, email, or text them: get the overdue patients in!”

PCC Notify: <http://bit.ly/1QQ3Sk2>

Clinical Response: Actual

Well Visit Rates - Patients 12-21 Years Distribution



Dashboard Measures

- [Well Visit Rates - Patient](#)
- [Well Visit Rates - Patient](#)
- [Well Visit Rates - Patient](#)
- [Well Visit Rates - Patient](#)
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Weighted Score

Score scale with 5 horizontal bars, the bottom bar is highlighted in green.

<http://dashboard.pcc.com>



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Clinical Response: Actual

Clinical Alert
⌵ Show Informational Warnings(1) Refresh

Forecasting Results Last updated: 06/24/15 11:40am

Vaccine Family	Dose #	Recommended Date	Minimum Date	Past Due Date	Maximum Date
Hep-A	1st	06/01/2006 (1y)	06/01/2006	06/01/2007	06/01/2125
Flu	3rd	10/01/2014 (9y 4m)	08/01/2014	10/31/2014	06/01/2125
DTaP/DT/Td/Tdap	6th	06/01/2016 (11y)	06/01/2016	06/01/2018	06/01/2125

Forecasting Warnings

1. Re	Vaccine	Date	Message
2. Dis	Hepatitis B	11/12/2005	Invalid Vaccine: HEP-B 3 DOSE - Dose is not valid as last dose of series. Fourth dose of HepB is needed (CVX 08)
	Hepatitis B	12/12/2005	Warning: HEP-B 3 DOSE - Birth HepB with Pediarix or HepB Dose 3 prior to min. age requires four doses.

Immunization forecasting results and warnings provided by IMMUCAST™

Care Coordination Notes (internal use)

Team Members

Created by PCC PCC 06/24/15 11:39am

0038
0013
d Older 0041
0028
0036
0024

Clinical Response: Actual



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Clinical Response: Perceived

CAHPS® Clinician & Group Surveys
<http://1.usa.gov/1HepVfN>



Excellent
 Very good
 Good
 Average
 Poor



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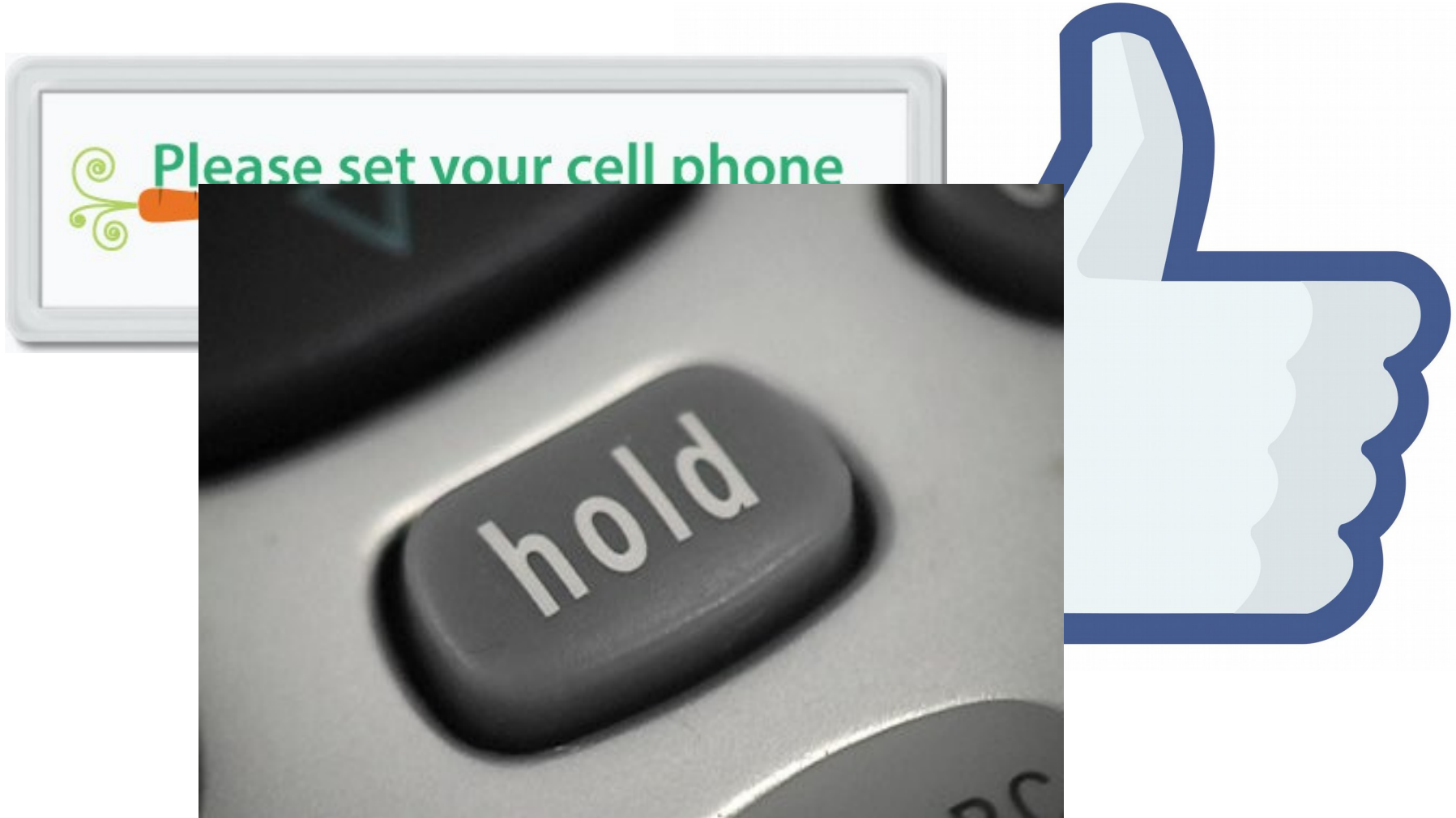
Communication



Effective Frequency



Communication - Outgoing



Communication - Incoming



Back My Kid's Chart

This message service is intended for non-critical questions. If you have an emergency please call 911.

Patient

Dino Flintstone

Subject

Acetaminophen or Tylenol?

Message

Fred gave Dino children's acetaminophen instead of children's tylenol. Is that okay?

Send