Exciting New Tools in PCC EHR:

E-lab Panel Discussion

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Our Agenda

• Panelist Introductions
• Each panelist will describe their Practice environment and where E-labs fits in
• Structured Q&A covering topics such as:
  - Preparing for E-labs
  - Daily workflow with E-labs
  - Benefits and Challenges of E-labs
• Open Q&A – time to ask YOUR questions
• Wrap up & Thank You

Our Panelists

• Lisa Eckels:
  - Head Nurse
  - Delaware Valley Pediatric Associates
• Jim Smith:
  - Medical Assistant
  - Hagan, Rinehart and Connolly Pediatricians, PLLC
• Jane Anton:
  - Office Manager
  - TRI-County Pediatric Associates, P.C.
Who we are and Why we use E-labs

- Your Practice:
  - Briefly describe your Practice, areas of specialty, size, setting
  - Give a sense of who you are
- Lab Environment:
  - What in-house lab work do you do?
  - What Lab Vendors do you use?
- Why did your office decide to implement E-lab Result receipt?

Structured Q&A

- Preparing for E-labs – describe your involvement in:
  - Testing
  - Configuration
  - Planning for workflow changes with your Providers & clinical staff
  - Discussions with your Lab Vendor and the IA
  - Any suggestions regarding how best to prepare? Hints & Tips for configuring E-labs?

Structured Q&A (cont)

- Decision-making:
  - Do you receive Preliminary results as well as Final results?
  - How long did you continue receiving faxed results in parallel with E-lab results?
  - What workflow changes did you make in your office for E-labs, and why?
  - Who was given access to the E-lab Import tab?
  - Who in your Practice was given the ability to delete E-lab Result files?
Structured Q&A (cont)

- On-going activities since your Go-Live:
  - Who performs the daily E-lab Result receipt task at your practice?
  - Do your Providers create Follow-up Tasks while signing E-lab Results? How does that process work for your office?
  - How often do you find that you need to do additional E-lab configuration work now?
  - What other exceptions have you run into?
  - How often do you need to call PCC Support for help with E-labs?

Structured Q&A (cont)

- Benefits of E-labs:
  - Clinical benefits?
  - Efficiency gains?
  - Other benefits?
- Surprises – did E-labs come with any?
- Challenges implementing E-labs:
  - What hurdles have you encountered with E-labs?
  - Did you meet with any internal resistance? If so, what did you do about it?

Structured Q&A (cont)

- The E-lab Champion:
  - Why do you need one?
  - What skills do they need?
  - How much time does it take?
- Your E-lab wish list:
  - If you could have one additional feature added to E-labs, what would it be and why?
Open Q&A Period

- Questions will be read at the microphone
- Unless designated to a specific panelist, we’ll see who would like to answer each question
- If we run out of time, find these folks later today or tomorrow, or let one of our E-lab Enablement Team members know your question, and we'll get you an answer

Thank you!

...For joining us for the Exciting New Tools in PCC EHR Theme today!
...To each of our panelists for sharing your implementation experiences and your Best Practices recommendations

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