

# Exciting New Tools in PCC EHR:

## E-lab Panel Discussion

07/17/13

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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



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## 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.



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## 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?

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## 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?

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## 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?

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## 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?



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## 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?



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## 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?



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## 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



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## 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**

Paula VanDeventer

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