Telemedicine and PCC
Telemedicine and PocketPCC
Phone Note History
Phone Note

04/16/16 (9y 11m)
Subject: Need to schedule camp physical
Documents: 1

04/12/16 (9y 11m)
Subject: Asthma questions
Editing a Phone Note

Edit mode allows you to make changes or add information to an existing phone note.
Portal Messaging with PocketPCC
Portal Message in PocketPCC
Messaging History

Dino Flintstone
4y 2m 06/11/12 Male

Medical Summary
Demographics
Immunization History
Care Plan
None
Recent and Upcoming Appointments

Last Visit: 08/21/16 (12d ago) Dr. Casey
Recent and Upcoming Appointments

09/09/16 (4y 2m)
Phone Note
Subject: Asthma question

09/02/16 (4y 2m)
Portal Message
Subject: hi there

09/02/16 (4y 2m)
Portal Message
Subject: Acetaminophen
Replying to Messages

Dino Flintstone
4y 2m 06/11/12 Male

Portal Message

Care Center
Care Center location for this message: Upstairs - PCC Pediatrics

Portal Message

Assigned To: unassigned
Subject: Acetaminophen

Date: 09/02/16 11:12am
From: Wilma Flintstone
Phone: 555-555-5555
Fred gave Dino children’s acetaminophen instead of children’s tylenol. Is that okay?

Reply

To: Wilma Flintstone
Subject: Acetaminophen

Hi Wilma,
Tylenol’s active ingredient is acetaminophen, so you should be all set. Please call the office if you’d like to ask about dosage or the doctor’s instructions. Have a great week!

Send
Save
Cancel
Patient Outreach

For patients with more than one attached portal account, you can select the message recipient.
Telemedicine and the Patient Portal
Patient Education
Patient Education

Refine by Type

- All Results (62)
- Health Topics (5)
- External Health Links (42)
- Drugs and Supplements (7)
- Medical Encyclopedia (1)
- News

Pinkeye

Conjunctivitis is the medical name for pink eye. It involves inflammation of the outer layer of the eye and inside of the eyelid. It can cause swelling, itching, burning, discharge, and redness. Causes include

- Bacterial or viral infection
- Allergies
Education Materials
Tasking from Documents
Attaching Documents to Portal

Welcome Bryan LeMoine

Patients
Dino Flintstone 04/24/13
Pebbles Flintstone 06/15/07
Sarah Schrum 10/07/03
Julie Schrum 10/21/00

Upcoming Appointments
Mon 09/11/17 1:22pm Pebbles

Messages
Create Message

Personal Balance as of 07/06/17
Fred Flintstone $158.00

Contact Us
Downstairs - PCC Pediatrics
802-777-6666 7

PCC
Pediatric EHR Solutions
Attaching Documents to Portal Messages

This message service is intended for non-critical questions only! If you require assistance immediately, please call the office. If you have a medical emergency, call 911.

Patient

Subject

Message

Send

Attach a Photo or PDF
Attaching Documents to Portal
Upcoming Telemedicine Features
PocketPCC 8.1 and Beyond
Displaying Documents

- Documents that are attached to any patient visits will be available to view on your phone
  - Unattached documents will also available for viewing
  - Previously, no documents were available for viewing via PocketPCC
Unsolicited Lab Results

- Unsolicited lab results will be available to view on your phone
  - Previously, only results that are attached to visits were available for viewing
Upcoming Telemedicine Features
The Patient Portal
8.1 and Beyond
Personal Balance Displaying in the Patient Portal

Click to see balance details.
Review of Pending Charges

### Personal Balance as of 06/21/17

<table>
<thead>
<tr>
<th>Name</th>
<th>Balance: $30.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fred Flintstone</td>
<td></td>
</tr>
<tr>
<td>Dino Flintstone (Dr. Davidson, Main)</td>
<td>01/26/17 OV Expanded Focus</td>
</tr>
<tr>
<td>Total Charge</td>
<td>$79.00</td>
</tr>
<tr>
<td>Payments/Adjustments</td>
<td>-$0.00</td>
</tr>
<tr>
<td>Pending Insurance</td>
<td>-$64.00</td>
</tr>
<tr>
<td>Personal Balance</td>
<td>$15.00</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Pebbles Flintstone (Dr. Davidson, Main)</td>
<td>01/26/17 OV Expanded Focus</td>
</tr>
<tr>
<td>Total Charge</td>
<td>$79.00</td>
</tr>
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<tr>
<td>Personal Balance</td>
<td>$15.00</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Personal Balance</td>
<td>$30.00</td>
</tr>
</tbody>
</table>

This is not a bill and may not reflect the entire account balance.

All outstanding charges will be displayed by visit date, and by patient.
Configuring Personal Balance

Fred's portal account is connected to both Dino and Pebbles. The Billing Account for both kids is also in his name. He will see charges for both Dino and Pebbles.

Select billing account for personal balance display
The balance will not include charges for patients in *italics*. These patients have privacy enabled or are not connected to the portal user.

- Fred Flintstone
  Patients: Dino Flintstone, Pebbles Flintstone
- Do not display balance
Batch Messaging

- Offices will be able to message all portal user accounts
- Patients with an inactive flag will automatically be excluded
- This feature allows you to reach all of your portal user accounts with one uniform message
  - This does not include the ability to send a batch message to a subset of all of your existing portal users
Reporting on Batched Messages

Batch Portal Messaging Log
- This report will list all batched portal messages so that practices will have a record of past messages that can be used for reference

Batch Portal Messaging Detail Report
- This report will list all patients and portal users that received a specific batch message