Managing Complex Family Structures within PCC EHR

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THRIVING THROUGH CHANGE

Agenda

- Review family structures in PCC
- Review features that you can use to assist with complex family setups, including:
  - Personal Contacts
  - Flags/Reminders/Alerts
- Review Patient Portal & information sharing
- Discuss & share best practices, processes and policies

Goals

- By the end of the course, participants will:
  - Understand how families are structured in PCC
  - Be aware of ways to build and document complex family structures in PCC
  - Be aware of how information is shared with families through the Patient Portal
  - Better understand how to document complex family structures in PCC

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Family structures

- PCC is a family billing system
- Patient database
- Account database
  - Custodian/Home Account
  - Guarantor/Billing Account
- Documenting changes in family structure

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Demographics

- Patient demographic fields
  - Custom fields - searchable
  - Communication preference
- Account demographics
  - Custom fields - searchable

Flags

- Patient Flags
- Account Flags
- Flagset functions in letters/forms

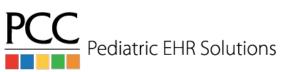Pediatric EHR Solutions

EHR Clinical Alerts

- Demographics criteria
- Periodicity for alerts
- Alerts by role & functional area of EHR

EHR & Partner Notes

- Medical Summary reminders
- EHR Demographics notes boxes
- Partner notes
  - fame
  - notjane
  - Account history/oops via forms & letters

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EHR Personal Contacts

- Adding Personal Contacts to EHR
- Authorized Contacts
- Adding Personal Contacts component to protocols (Phone notes, portal messages, etc.)

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Patient Portal

- Portal users vs EHR/Partner accounts
- Information sharing with Portal Users

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Wrap Up & Questions