

PCC Release 8.12.11 Migration Considerations

*This guide is intended for the transition from
PCC EHR release 8.12.7 (March 2020) to 8.12.11 (April 2020)*

PCC 8.12.11 contains features fast-tracked by PCC in response to the COVID-19 health crisis.

For the latest information on these features, please check in regularly to the [PCC COVID-19 Release Updates](#) article on Learn.

These features may need configuration or extra planning to start using. Please take a moment to review this document and share details with your physicians and staff.

- Telemedicine visit workflow tools
- Billing for phone notes and portal messages
- Broadcast messages to patients and families
- Enhanced reporting for orders

Telemedicine Tools

Configuration to consider:

- PCC EHR - Configuration - Practice Preferences - Telemedicine links
 - In Practice Preferences there is a new section for Telemedicine
 - Add quick links for the video connection tool you are using for Telemedicine visits at your practice
- Telemedicine Place of Service
 - [Configure a Place of Service for Telemedicine](#)
 - In Practice Management make sure your telemedicine location has an '02' in the Schedule F/HIPAA Code section
 - Map Your Default Telemedicine Location

- In PCC EHR Practice Preferences you can set your default Telemedicine location
- This can be set for each scheduling location

What you need to know:

- This feature is enabled by default without any links configured
- You can indicate a visit is Telemedicine from the Appointment Book
- You can share links to the video connection with your patient through the patient portal
- You can now change the place of service while posting charges from the EHR to a telemedicine place of service
- [PCC Learn has a page dedicated to Telemedicine](#)

Bill Phone Notes & Portal Messages

Configuration to consider:

- Phone Note and Portal Message protocols
 - Add Diagnoses component
 - Consider adding lab and other order components, as needed
- Phone notes and portal messages require posting through PCC EHR
 - [Make sure your Biller has permission to post charges through PCC EHR](#)
- [Billing configuration for the Electronic Encounter Form](#)
 - The EEF for phone notes and portal messages will use your default billing configuration. Take a moment to review your EEF configuration and adjust, as needed, to facilitate billing for telemedicine.

What you need to know:

- You can now bill for phone notes and portal messages
- You will need to use PCC EHR to post charges created for phone notes and portal messages

Send Broadcast Messages

Configuration to consider:

- [There is a new Report Library permission for Broadcast Messaging](#)
- You may want to create a separate role for Broadcast Messaging permission
- Review how you record phone and email addresses

What you need to know:

- PCC will work with you to configure and enable this feature on your system
- You can send messages to many people at once
- Always double-check your filters and patient list so that you don't send more messages than you intend to!
- There is no additional fee for using this service during the month of April 2020
- The phone and email addresses used are the following:
 - Phone
 - All phone numbers on the patient Home Account
 - Phone number listed in Patient Confidential Communication Preferences
 - Phone numbers from linked patient portal accounts
 - Email
 - Patient Home Account email address
 - Email address listed in Patient Confidential Communication Preferences
 - All patient portal account emails linked to the patient
- Please see the Learn article [Send Batch Messages to Patients and Families](#) for more details and the short video [Send Broadcast Messages to Patients and Families](#)

Reporting for Orders

Configuration to consider:

- Create custom versions of the new Orders data source report to suit the needs of your practice

What you need to know:

- The new data source report called Orders will include all non-canceled orders, including those placed from a phone note or portal message
- This data source is available in the Clinical category, so all your users with permission to this category will have access to it
- The Orders by Visit report will continue to include orders from appointments only