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)


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