

# Telemedicine and PCC



# Telemedicine and PocketPCC



# Phone Note History

Menu **pocketPCC** Chart

Pebbles Flintstone  
10y 03/28/06 Female

**Medical Summary**

**Demographics**

**Family Medical History**

**Immunization History**

**Phone Note History**

**Add Phone Note**

**Care Plan**

None

**Recent and Upcoming Appointments**

**Last Visit:** 04/18/16 (4d ago) Dr. Casey  
Diagnosis: None

**Last Physical:** 04/05/15 (1y ago)

**Next Physical Due:** 04/10/16 (12d overdue)

**Scheduled Appointments:**  
06/25/16 1:22pm Sick Call Dr. Casey Main

Menu **pocketPCC** Chart

Pebbles Flintstone  
10y 1m 04/22/06 Female

**Phone Note History**

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

**04/12/16** (9y 11m)  
Subject: Asthma questions

**02/03/16** (9y 9m)  
Subject: Fever of 101



# Phone Note

Menu pocketPCC Chart

Pebbles Flintstone  
10y 1m 04/22/06 Female

**Phone Note History**

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

**04/12/16 (9y 11m)**  
Subject: Asthma questions

Menu pocketPCC Chart

Pebbles Flintstone  
10y 03/28/06 Female

**Phone Note - 04/16/16** Edit

**Recent and Upcoming Appointments**

**Last Visit:** 04/18/16 (4d ago) Dr. Casey  
Diagnosis: None

**Last Physical:** 04/05/15 (1y ago)

**Next Physical Due:** 04/10/16 (12d overdue)

**Scheduled Appointments:**  
06/25/16 1:22pm Sick Call Dr. Casey Main

**Phone Contacts**

Call Taken By: Anita Sharp  
Call Taken At: 04/16/16 2:03pm  
Caller's Name: Wilma Flintstone  
Relationship: Mother  
Return Phone: 802-555-0161 (Cell Phone)

**Subject**  
Need to schedule camp physical



# Editing a Phone Note

Menu pocketPCC Chart

Pebbles Flintstone  
10y 03/28/06 Female

**Phone Note - 04/16/16** Editing...

**Recent and Upcoming Appointments**

**Last Visit:** 04/18/16 (4d ago) Dr. Casey  
Diagnosis: None  
**Last Physical:** 04/05/15 (1y ago)  
**Next Physical Due:** 04/10/16 (12d overdue)  
**Scheduled Appointments:**  
06/25/16 1:22pm Sick Call Dr. Casey Main

**Phone Contacts**

Call Taken By  
Anita Sharp

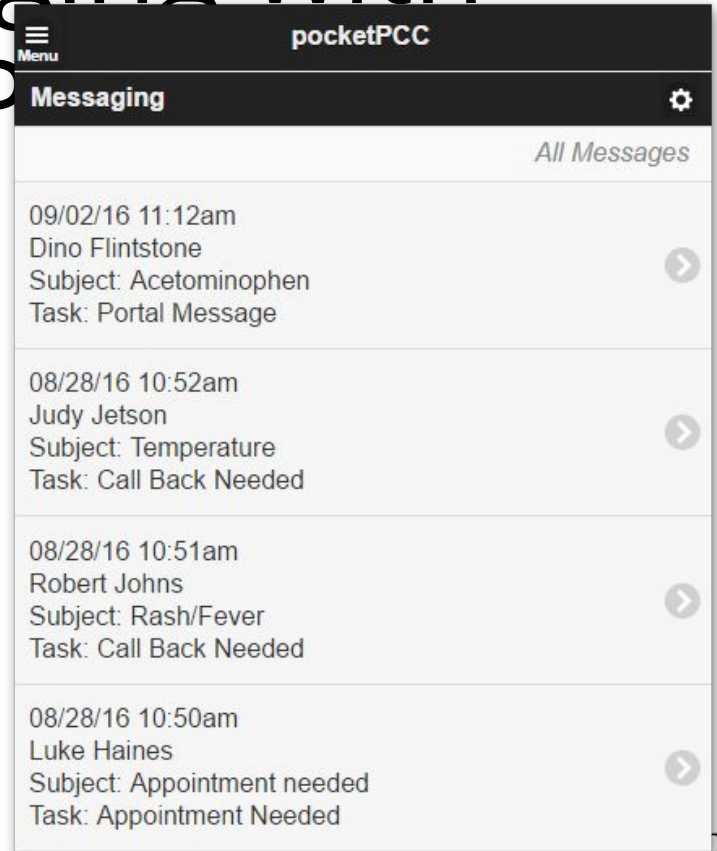
Call Taken At  
04/16/2016 02:03 PM

Caller's Name  
Q Wilma Flintstone

Edit mode allows you to make changes or add information to an existing phone note



# Portal Messaging with PocketPCC



# Portal Message in PocketPCC

Portal Message *Editing...*

**Portal Message**

Assigned To

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

No Reply

**Tasks**

Task

select task name

To

select user name

Note

Task Completed

Add Another Task

Save & Exit

Reply or add tasks



# Messaging History

**pocketPCC**

Menu

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

**Family Medical History**

**Care Plan**

None

**Recent and Upcoming Appoi**

**Last Visit:** 08/21/16 (12d ago) Dr. Casey  
None

- Medical Summary
- Demographics
- Immunization History
- Messaging History**
- Add Phone Note
- Add Portal Message

**pocketPCC**

Menu Chart

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

**Messaging History**

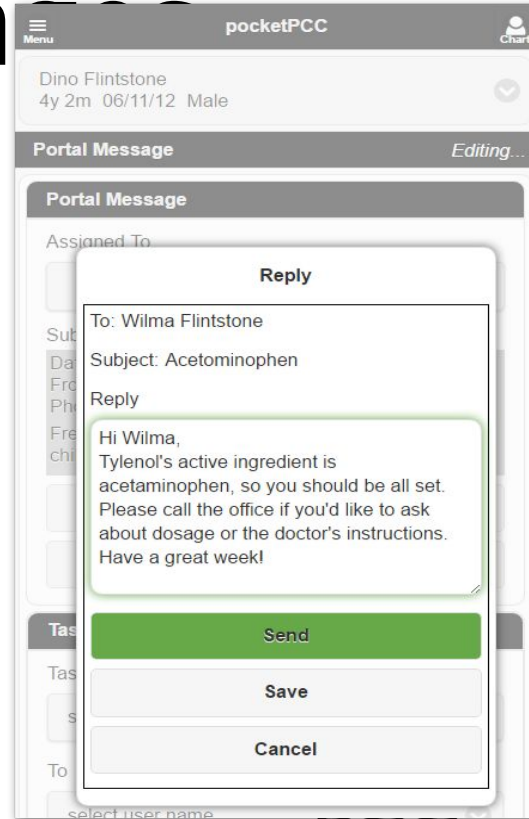
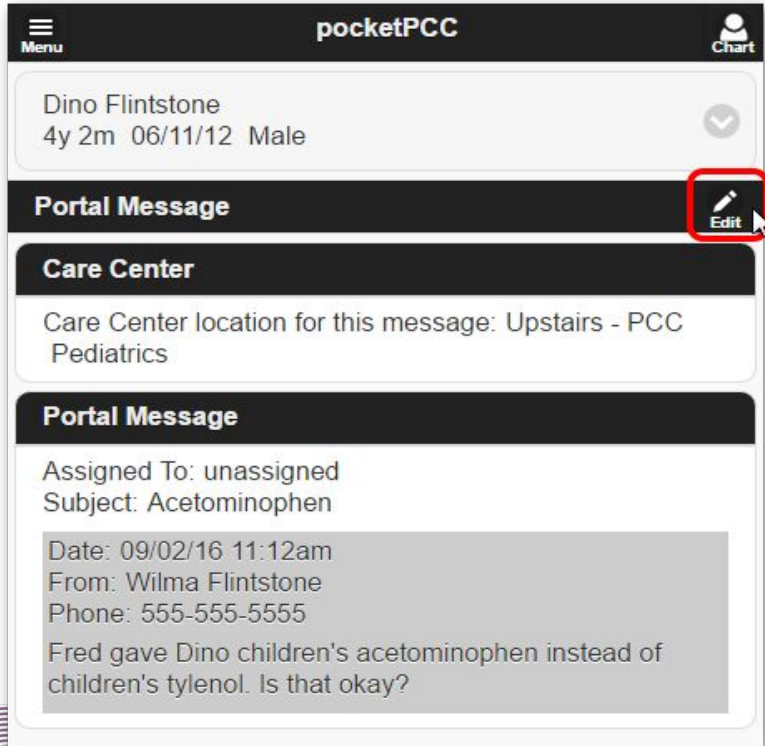
*All Messages*

- 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

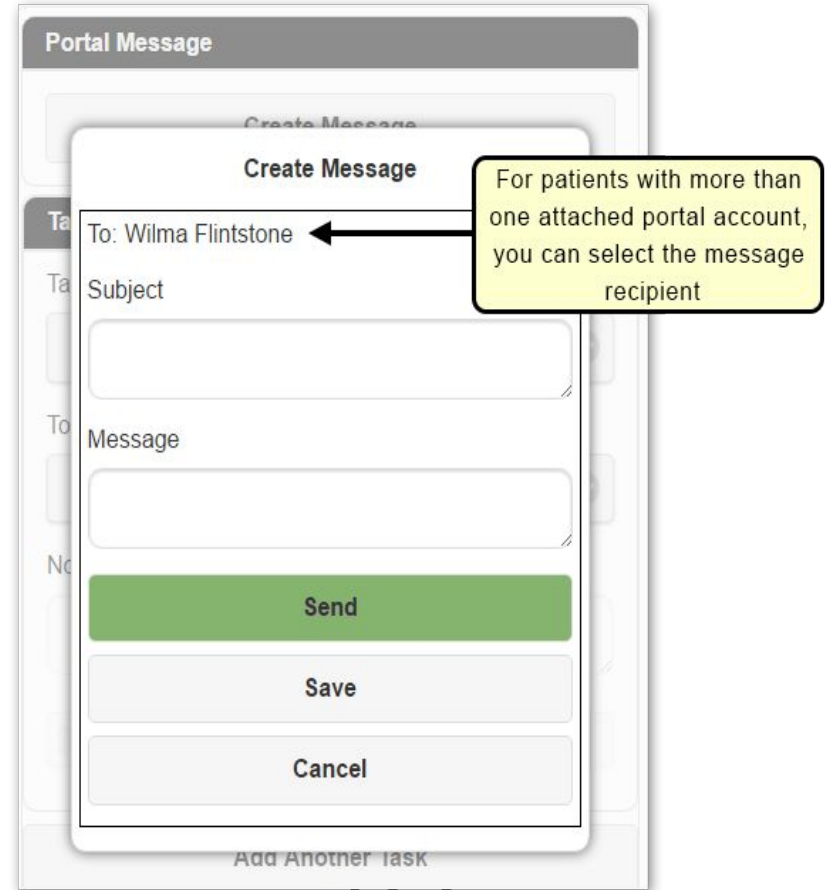
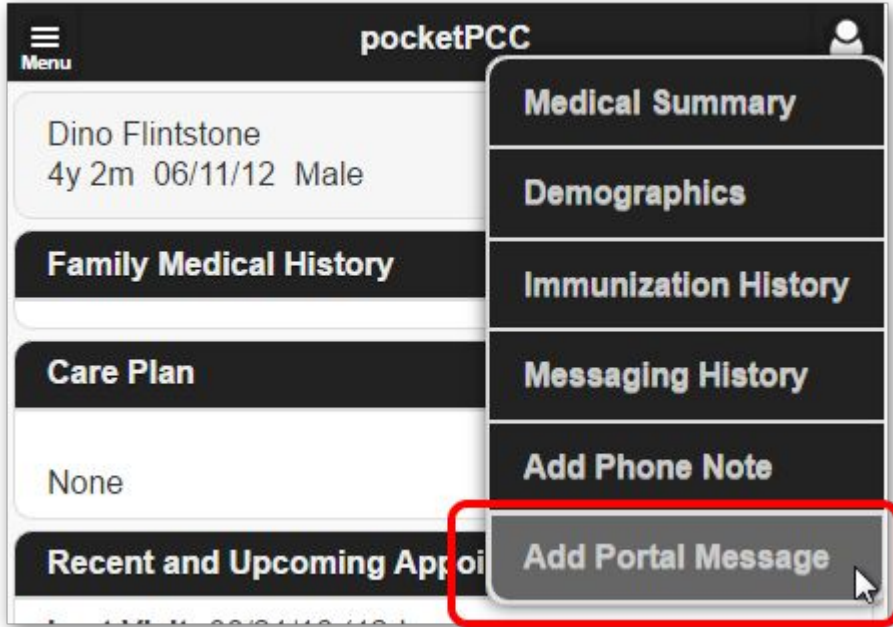




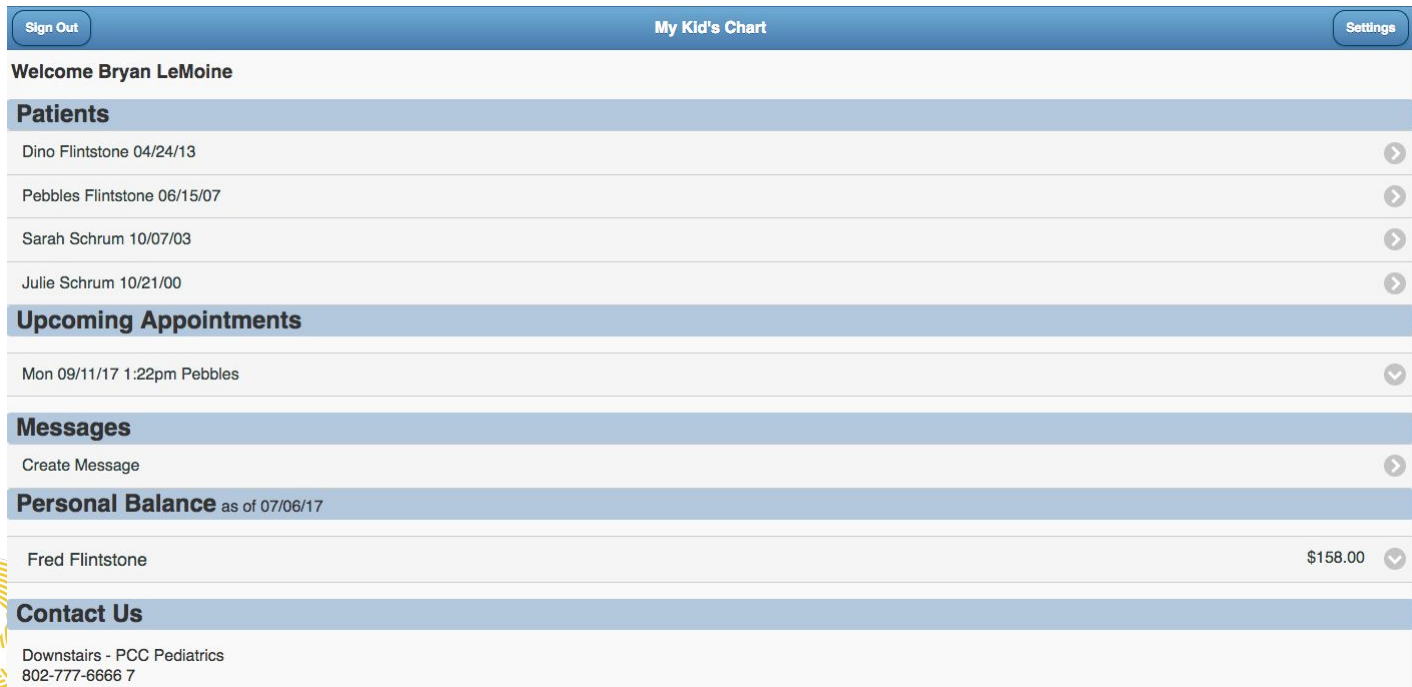
# Replying to Messages



# Patient Outreach



# Telemedicine and the Patient Portal



The screenshot shows a patient portal interface with a blue header bar. On the left is a 'Sign Out' button, in the center is the text 'My Kid's Chart', and on the right is a 'Settings' button. Below the header, the user is greeted with 'Welcome Bryan LeMoine'. The main content is organized into several sections, each with a blue header bar: 'Patients', 'Upcoming Appointments', 'Messages', and 'Personal Balance'. The 'Patients' section lists four patients: Dino Flintstone (04/24/13), Pebbles Flintstone (06/15/07), Sarah Schrum (10/07/03), and Julie Schrum (10/21/00), each with a right-pointing arrow. The 'Upcoming Appointments' section shows one appointment: 'Mon 09/11/17 1:22pm Pebbles' with a downward-pointing arrow. The 'Messages' section has a 'Create Message' link with a right-pointing arrow. The 'Personal Balance' section is dated 'as of 07/06/17' and shows a balance of '\$158.00' for 'Fred Flintstone' with a downward-pointing arrow. At the bottom, a 'Contact Us' section provides the address 'Downstairs - PCC Pediatrics' and phone number '802-777-6666 7'. In the bottom left corner, there is a logo for 'UC2' consisting of colorful concentric circles.

Sign Out My Kid's Chart Settings

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

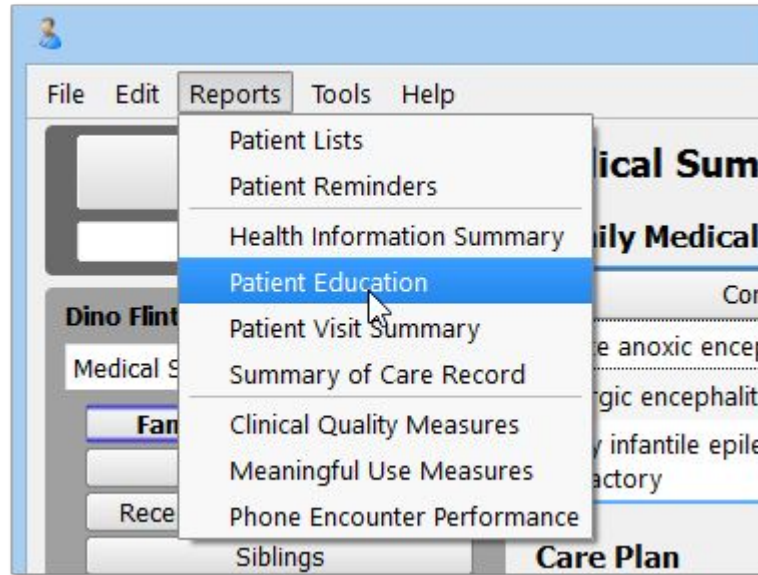
as of 07/06/17

- Fred Flintstone \$158.00

### Contact Us

Downstairs - PCC Pediatrics  
802-777-6666 7

# Patient Education



# Patient Education


Patient Education Pebbles Flintstone 10 yrs, 1 mo 5/23/07 F

select a patient's problem, diagnosis, medication, or lab test Source: MedlinePlus

https://vsearch.nlm.nih.gov/vivisimo/cgi-bin/query-meta?v:project=medlineplus&v:sources=medlineplus-bundle&query=pinkeye&\_ga=2.152057082.257439237.1499351206-1131128630.1499351206

MedlinePlus - Search Results for: pinkeye

U.S. National Library of Medicine

 MedlinePlus  
Trusted Health Information for You

pinkeye

[About MedlinePlus](#) [Site Map](#) [FAQs](#) [Customer Support](#)

[Health Topics](#) [Drugs & Supplements](#) [Videos & Tools](#) [Español](#)

Home → Search Results [Search Help](#)

**Refine by Type**


**All Results** (62)

- [Health Topics](#) (5)
- [External Health Links](#) (42)
- [Drugs and Supplements](#) (7)
- [Medical Encyclopedia](#) (1)
- News

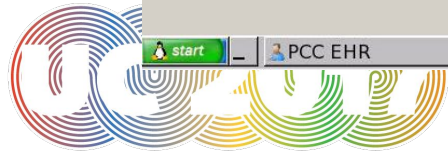
**Pinkeye**

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



start | PCC EHR | Patient Education 10:27 AM



# Education Materials

Document Viewer


Document Viewer Pebbles Flintstone 10 yrs, 1 mo 5/23/07 F

Thumbnails

1

2

National Institutes of Health / U.S. National Library of Medicine

 MedlinePlus  
Trusted Health Information for You

Home → Search Results Search Help

Refine by Type


All Results (62)

- Health Topics (5)
- External Health Links (42)
- Drugs and Supplements (7)
- Medical Encyclopedia (1)
- News
- MedlinePlus Magazine (3)
- Multiple Languages

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
- Substances that cause irritation
- Contact lens products, eye drops, or eye ointments



Page 1 of 2

MedlinePlus\_\_Search\_Results\_for\_pinkeye\_3.pdf 07/06/17 09:19am

Rotate Page Rotate Document Fit Width - + Zoom to Fit

Tags

Title  
Pinkeye

Category  
Patient Education

Attach Document

08/19/17, Sick - Bright Futures

There are no orders for this visit.

File as Unattached Document

Document Date:

Display in the Visit History Index

Needs to be Signed by Provider:

select a provider

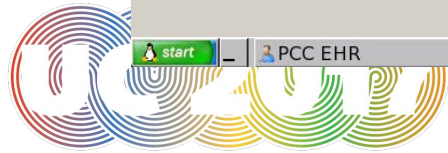
Document will be visible to all portal users attached to the patient.

Note (Internal use)

Tasks: 1 (0 Completed)

Task:

Print Sign Cancel Save



# Tasking from Documents

Document Viewer

Document Viewer Pebbles Flintstone 10 yrs, 1 mo 5/23/07 F

Thumbnails

1

2

National Institutes of Health / U.S. National Library of Medicine

MedlinePlus  
Trusted Health Information for You

Home → Search Results Search Help

Refine by Type

All Results (62)

- Health Topics (5)
- External Health Links (42)
- Drugs and Supplements (7)
- Medical Encyclopedia (1)
- News
- MedlinePlus Magazine (3)
- Multiple Languages

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
- Substances that cause irritation

Contact lens products, eye drops, or eye ointments

Page 1 of 2

MedlinePlus\_\_Search\_Results\_for\_pinkeye\_3.pdf 07/06/17 09:19am

Rotate Page Rotate Document Fit Width - + Zoom to Fit

Tags

Document will be visible to all portal users attached to the patient.

Note (Internal use)

Tasks: 1 (0 Completed)

Task:

Portal message parent

To: Bryan LeMoine

Note: inform parent of the document

Task Completed

By: select a user

At: mm/dd/yy 12:00am

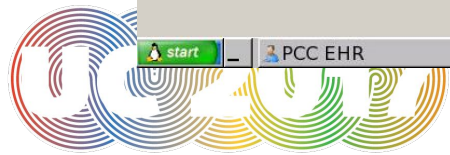
Add Task

Communication Preferences

Account Demographics

Print Sign Cancel Save

start PCC EHR Patient Education Document Viewer 09:21AM



# Attaching Documents to Portal

Sign Out My Kid's Chart Settings

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	✓
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### Messages

Create Message	➤
----------------	---

### Personal Balance

 as of 07/06/17

Fred Flintstone	\$158.00	✓
-----------------	----------	---

### Contact Us

Downstairs - PCC Pediatrics  
802-777-6666 7





# Attaching Documents to Portal

[Back](#) My Kid's Chart

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](#)





# 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 be 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 th

The screenshot shows a mobile application interface for a pediatric EHR. At the top, there are buttons for 'Sign Out', 'My Kid's Chart', and 'Settings'. Below this is a 'Welcome Fred Flintstone' message. The main content is organized into sections: 'Patients' (listing Dino Flintstone and Pebbles Flintstone), 'Upcoming Appointments' (listing two appointments for Pebbles), 'Messages' (with a 'Create Message' button), and 'Personal Balance as of 06/21/17'. The 'Personal Balance' section is highlighted with a red box and contains a table with one row: Fred Flintstone, Balance: \$30.00. Below this is a 'Contact Us' section for PCC Pediatric Test Associates.

Personal Balance as of 06/21/17	
Fred Flintstone	Balance: \$30.00

Click to see  
balance details



# Review of Pending Charges

<b>Personal Balance</b> as of 06/21/17	
Fred Flintstone	Balance: \$30.00
Dino Flintstone (Dr. Davidson, Main)	
<b>01/26/17 OV Expanded Focus</b>	
Total Charge	\$ 79.00
Payments/Adjustments	-\$ 0.00
Pending Insurance	-\$ 64.00
<b>Personal Balance</b>	<b>\$ 15.00</b>
Pebbles Flintstone (Dr. Davidson, Main)	
<b>01/26/17 OV Expanded Focus</b>	
Total Charge	\$ 79.00
Payments/Adjustments	-\$ 0.00
Pending Insurance	-\$ 64.00
<b>Personal Balance</b>	<b>\$ 15.00</b>
<b>Total Personal Balance</b>	<b>\$ 30.00</b>

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





# Configuring Personal Balance

**Patient Portal Manager**

Administration **Configuration**

Administration

[Add Portal User](#) **Manage Portal User: Fred Flintstone** [Back](#)

[Manage Portal User](#) [Edit Portal User](#) [Delete Portal User](#)

Portal User Name: **Fred Flintstone**

Email Address: fred@bedrockmail.com

Phone Number: 802-846-8177

Password: \*\*\*\*\* [Reset Password](#)

**Patients connected to this portal user** [Add Siblings](#) [Add Patients](#)

	Name	Hide at age 18	DOB	Age	PCC #	Custodian
<a href="#">remove</a>	Dino Flintstone	<a href="#">Yes</a>	04/10/13	4y 2m	3335	Betty Rubble-Flintstone
<a href="#">remove</a>	Pebbles Flintstone	<a href="#">Yes</a>	06/01/07	10y	3336	Wilma Flintstone

**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

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.



# 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

