

PCC Roadmap: What's New?

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Q&A and Networking

While you're watching, please join us in the channel called "[Live Session](#)" in UC Chat.

You must register for [UC Chat](#) if you have not done so already.



Session Goals - A retrospective

1. Pre-Covid Development
2. Pivot due to Covid
3. Covid Response - Areas of Focus

Roadmap - Look Ahead @ 4PM!



Software Releases: Pre-Covid19

June 2019 - 8.9 (Seen at UC 2019)

August 2019 - 8.10

October 2019 - 8.11

March 2020 - 8.12



Software Releases: Covid19 Oriented

April 2020

June 2020 - in Beta, deploying 6/7 - Sunday!



Pre-Covid19 Areas of Focus

Appointment Book

Report Library

Charge Posting

PocketPCC

eRx

Workflow

Portal

Improvements



See Provider Availability Across Locations

Appointment Book

Provider: Mark Williams, MD
Location: All Locations
Week of Monday, 09/30/19

Schedule Appointment Add Block

Aleksandra Jones 8w 5d 7/12/19 F
Sick Call 15 min
Mark Williams, MD PCP: Unassigned
n/dd/yy 12:00am
Appointment Note

☒ All Locations

Check "All Locations" to see (and schedule for) all practice locations where the provider has availability

	Monday 09/30/19	Tuesday 10/01/19	Wednesday 10/02/19
9:00 am			
9:15 am		Duane Medina Recheck	Samantha Narl 9mo Well Visit
9:30 am			
9:45 am		Eli Friederichs 5yr Well Visit	
10:00 am			

UC 2020 Burlington, Vermont

PCC Pediatric EHR Solutions

New Billing Statuses

PCC EHR

File Edit Reports Tools Configuration Window Help

Schedule (11) Visit Tasks (2) E-lab Results (3) Rx Queue (0) Messaging (5) Signing (5)

Appointments: 11

Visit Status	Room	Tasks	Time	Last	First	DOB/Sex	Age	Visit Reason	Provider	Billing Status	Signed
Gone		UNDO	9:45am	Karper	Allison L.	07/07/15 F	4y 2m	4yr Well Visit	Casey	Posted	
Gone		UNDO	10:45am	Jones	Aleksandra	07/12/19 F	8w 4d	2mo Well Visit	Casey	Ready To Post	
Gone		UNDO	11:30am	Marcano	Megan	10/05/10 F	8y 11m	Recheck	Casey	Ready To Post	
Gone		UNDO	2:15pm	Higgins P.C	Mackenzie "Lexi" Ann	09/01/15 F	4y	4yr Well Visit	Williams	New Items	
Checked In	-	END VISIT	2:45pm	Horricks	Courtney	11/09/01 F	17y 10m	17yr Well Visit	Williams		
w/Provider	4	END VISIT	3:30pm	Swartz P.A.	Lexi Jordyn	12/19/01 F	17y 8m	Problem	Casey		
Scheduled			6:15pm	Graybill	Cassandra	12/26/12 F	6y 8m	Asthma Recheck	Williams		
Scheduled			7:00pm	McCorkel	Aaron	03/03/02 M	17y 6m	Recheck	Williams		
Scheduled			7:30pm	Imler	Primesource	11/11/12 F	6y 9m	Problem	Williams		
Scheduled			7:45pm	Cruise M.D	Miller "Trey" Mary	01/22/12 M	7y 7m	Medication Followup	Williams		
Scheduled			8:00pm	Finkbiner	Shawn			Prenatal	Williams		

UC 2020 Burlington, Vermont

PCC Pediatric EHR Solutions

Charge Posting in PCC EHR

PCC EHR **Post Charges** **Abigail Addington** **9 yrs, 11 mos** **1/20/10** **F**

Abigail Addington **PCC# 2503**

History

Post Charges: 01/14/20

Patient Details

Post Charges

Appointment Details

Diagnoses

Procedures

Claim Information

Payments

Receipts

Diagnoses

Include Dx on Claim	ICD-10	Description	Linked Procedures
<input checked="" type="checkbox"/>	J02.0	Streptococcal pharyngitis SNOMED: Streptococcal sore throat	99213, 87880

select an ICD-10 diagnosis

Procedures

Primary: Capital Blue Cross

Procedures	Units	Price	Insurance	Ins Due	Ins Adj	Pers Due	Source
<input checked="" type="checkbox"/> 99213 OV Expanded Focus Dx: 1) J02.0	1	100.00	Primary	90.00	0.00	10.00	Electronic Encounter Form
<input checked="" type="checkbox"/> 87880 Rapid Strep Screen Dx: 1) J02.0	1	30.00	Primary	30.00	0.00	0.00	Lab (Ordered) DETAILS
Totals:		130.00		120.00	0.00	10.00	

select a procedure

Claim Information Service Provider: Williams PCP: Williams

Use the Diagnoses and Procedures components to review and update diagnoses, procedures, linking, units, and other charge details

PCC eRx

PCC EHR **PCC eRx**

Elaine O'Rourke **PCC# 1271**

Medical Summary

Demographics

History

PCC eRx

PCC eRx

ELAINE O'ROURKE
Age: 6 yrs 2 mos
DOB: 01/03/2014
PCC#: 1271

Portal: New Look and Feel

Sign Out My Kid's Chart Settings

Welcome Fred Flintstone

Portal user's view prior to PCC 8.11

Patients

Dino Flintstone 04/10/13 >

Pebbles Flintstone 06/01/07 >

Upcoming Appointments

Wed 06/21/17 4:05pm Pebbles ✓

Mon 08/28/17 1:22pm Pebbles ✓

Messages

Create Message >

Personal Balance as of 06/21/17

Fred Flintstone Balance: \$30.00 ✓

Sign Out My Kid's Chart Settings

Welcome Wilma Flintstone

Portal user's view with PCC 8.11

Patient Charts

Zachary Burton 07/01/16

Pebbles Flintstone 08/09/09

Upcoming Appointments

Wed 11/06/19 12:22pm Pebbles ▾

Messages

Create Message

Personal Balance as of 09/06/19

Fred Flintstone \$0.00 ▾

Make a Payment



Review Portal Payments

Report Library

▾ All Reports

Search: portal payments

Name	Description	Categories
Portal Payments 🌈	Portal payments by date range.	Billing, Patient Portal



See Blocks



mobile app interface showing a schedule for Mark Williams, M.D. on Tue, Dec 24, 2019. The schedule is for Burlington Peds - New North End. The schedule includes:

Time	Provider	Visit Type
8:45am	Courtney Smith	6yr - 7yr Well Visit
9:00am	Samantha Santangelo	8yr - 9yr Well Visit
9:15am	Staff	Checkin Block - 15 mins
9:30am	Chinna Ihli	8yr - 9yr Well Visit
10:15am	Garrett "Blake" Grace Miller, Jr.	Sick Call
10:30am	Alexis Ruch	Medication Followup
11:00am	Lunch	Block - 1 hr
12:00pm	Bridget B. Holmes, D.D.S.	6yr - 7yr Well Visit
12:30pm	Nicholas "TC" Jay White, JR.	Problem



Finish Your Notes Without Being Timed Out



Practice Preferences dialog box. The Session Timeout - pocketPCC section is highlighted with a red box. The session timeout is set to 15 minutes. Other options include 30 minutes, 45 minutes, 1 hour, 2 hours, and 4 hours. The Spell Check section has the Enable Spell Check checkbox checked. The User Administration section has the Enable DPS (Department of Public Safety) license number field checkbox unchecked. The Visit Tasks section has the Display "Provider" column on Visit Tasks screen checkbox checked. The dialog box has Cancel and Save buttons.



Create Orders from Phone Notes

PCC EHR **Abigail Addington** 10 years 9/10/09 F

Phone Note

Recent and Upcoming Appointments (Chart-wide)

Last Visit: 04/16/19 (4m 3w ago) Dr. Casey
 Dx: none
 Last Physical: 04/16/19 (4m 3w ago)
 Next Physical Due: 04/21/20
 Scheduled Appts.: none

Contact

Call Taken By: Mark Williams, M.D.
 Call Taken At: 09/10/19 9:22am
 Caller's Name: Arnold Addington
 Relationship: Father
 Return Phone: 802-555-0179 (Cell Phone)
☐ Signature Requested

Subject

Need Update to Derm Refer

Phone Note

Confirmed referral details from DOS 5/5/2019, updated referral needed for Dr. Dry in Hampton River

Tasks

Referral

Dermatology
 Orthopedics
 select a referral

Lab

select a lab

Search within Patient Visit History


Visit History Index

Search Filter:

Display: All History

Tasks	Date	Age	Protocols	Subject	Provider	Docs
<input checked="" type="checkbox"/>	12/14/19	11y 1m	Phone Note	Subject: Temperature	n/a	
	12/11/19	11y 1m	10 Yr Well - TLC	Dx: none	Jones	
	12/10/19	11y 1m	10 Yr Well - TLC	Dx: none	Gomez	
	12/07/19	11y 1m	Sick - Bright Futures	Dx: none	Williams	
	12/07/19	11y 1m	Phone Note	Subject: none	n/a	

Find Patients Who are Overdue for Immunizations



Report Library

Front Desk

Immunization

Search:

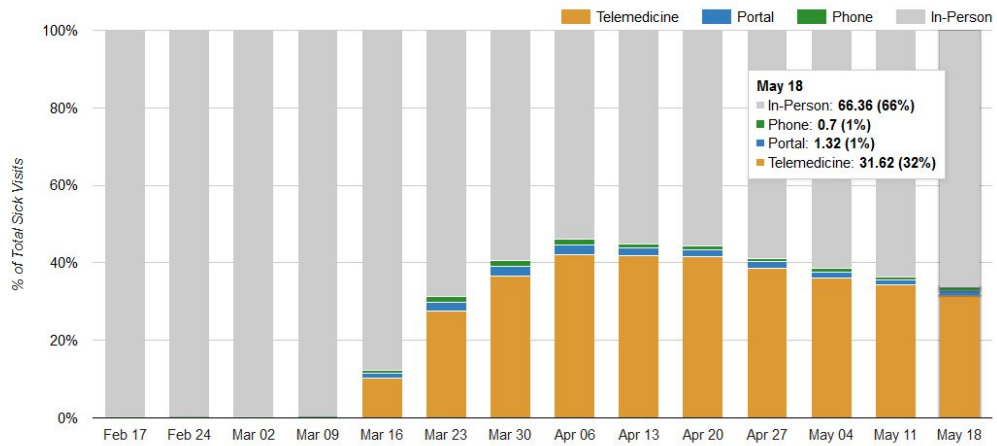
Name	Description
Immunization Administration Count	Display the number of vaccines administered during a date range, grouped by lot number, vaccine type, lot location, and funding source.
Immunization Administration Count - Custom	Custom - date range 10/30/16 - 10/31/17, 5 flu immunizations, main location
Immunization Administration Details	View vaccine administration details for a given date range, including funding source, VFC eligibility, insurance policies and administering user.
Immunization Administration Details - Custom	Custom - date 10/30/16 - 10/31/17, 5 flu imms, all locations and users
Overdue Vaccine Recall	Find patients who are forecast to be due, or overdue, for specified vaccine families. This report requires immunization forecasting to be enabled.
Patient Immunization Administration Summary	Generate a list of patient vaccine histories for specified vaccines and number of administrations.
Patient Immunization Administration	Custom - removed exclude patient flag removed age range selection 1 to 5 photo all imms

Pediatric EHR Solutions

Covid19 Pivot

Sick Visit Modality Breakdown

The COVID-19 pandemic has brought a rapid adoption of remote visits into pediatric offices.



Covid19 Pivot - Support

Covid19 Pivot - Coding/Jan



Covid19 Pivot - EDI/Claim Processing



Covid19 Pivot - Marketing



Covid19 Pivot - Education Content



https://learn.pcc.com



1-800-722-7708 [Client Support](#)

[Home](#) [Updates](#) [Videos](#)

COVID-19 Links and Resources

[Share this article](#)

PCC remains open and available to help your office through this difficult period. Follow the links below to find content, services, and features that will help pediatric practices during the COVID-19 Coronavirus crisis.

Contents

1. [Connect With Patients and Families During COVID-19](#)
2. [Code and Bill During COVID-19](#)
3. [Other PCC COVID-19 Information Resources](#)
4. [Useful Information From Other Sources](#)

Rapid Development of COVID-19 Related Features: PCC has launched a series of rapid updates in response to the COVID-19 pandemic. We are beta testing and rolling out new functionality in direct response to the situation as it evolves. We wrapped a number of new features into an April release to all practices, and you can read the details here: [PCC April COVID-19 Release](#)

Connect With Patients and Families During COVID-19

- [Why and How Pediatric Practices Should Launch a Recall Initiative Today](#)
- [Schedule, Chart, and Bill for a Telemedicine Encounter \(Video, Article\)](#)
- [Send Broadcast Messages to Patients and Families \(Video, Article\)](#)
- [Bill For Phone Call and Portal Message Encounters \(Video, Article\)](#)



Covid19 Pivot - Pediatric Solutions





The Business Impact of COVID-19 on Pediatric Practices

PCC works with independent pediatricians across the country to help them run their practices, get paid for the vital work they do, and keep them informed about trends and changes in the industry. The COVID-19 pandemic has rapidly and radically changed how and where independent pediatricians are seeing their patients.

We have aggregated data from our clients across the U.S. to better understand how the COVID-19 pandemic is changing, how independent pediatric practices treat their patients, and how they will fare financially.

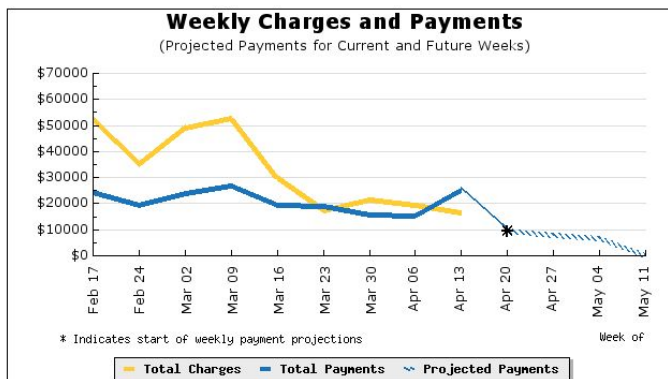
Below, we have a few charts that illustrate these radical changes. As we gather more data, we will add our insights into the changes we

COVID-19: Financial and Productivity Trend Analysis

Data updated as of 4/22/2020

The COVID-19 pandemic has rapidly and radically changed the business of healthcare for independent pediatricians. Your practice's COVID-19 Financial and visit trends below **will be updated daily** so that you can stay informed about the changing landscape and how this is impacting your practice.

Financial Impact of COVID-19 on Your Practice



What you need to know:

- As of early April 2020, charges are down approximately 50% across PCC clients' practices.
- This decrease is happening because the number of visits dropped significantly when states began enacting stay-at-home orders.

Recommendations:

- Monitor cashflow (the dashed blue line to the left gives an estimate of your future revenue based on your current charges).
- Create a strategy to recover some of your lost visit volume. For many PCC clients this strategy has included telemedicine (see below).

Covid19 Pivot - New Client Install (NCI)



Covid19 Pivot - Development



Covid19 Areas of Focus

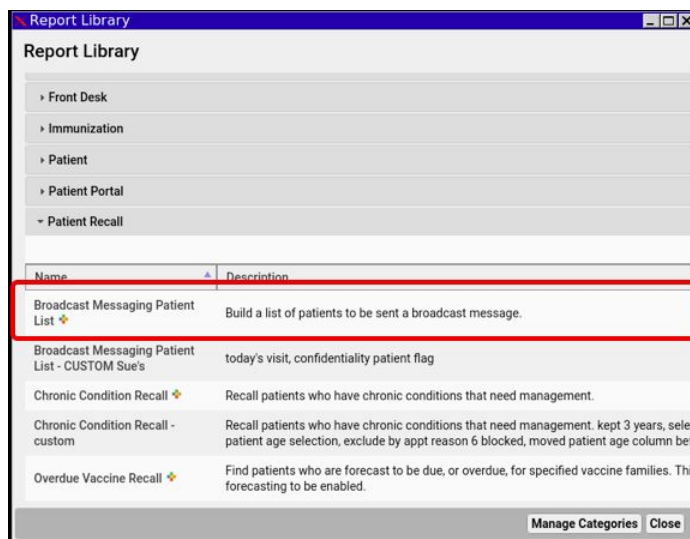
Patient Communication

Telemedicine

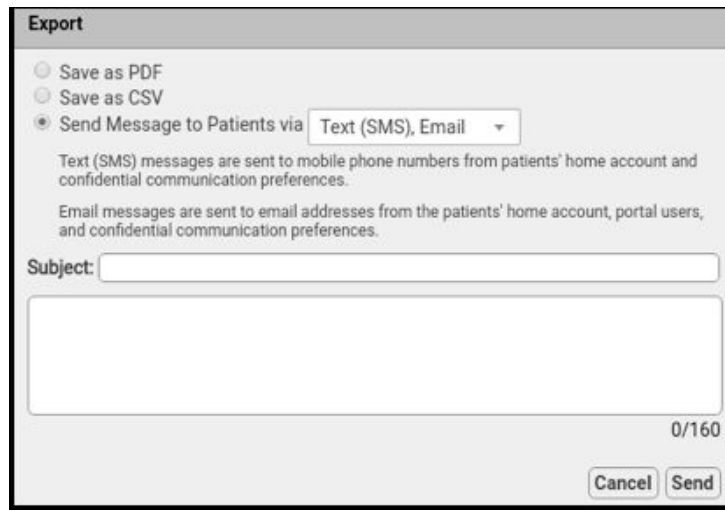
Working Remotely - Workflow Optimizations



Broadcast Messaging - Report Library



Broadcast Messaging - Report Library



Export

☐ Save as PDF
☐ Save as CSV
☒ Send Message to Patients via Text (SMS), Email ▾

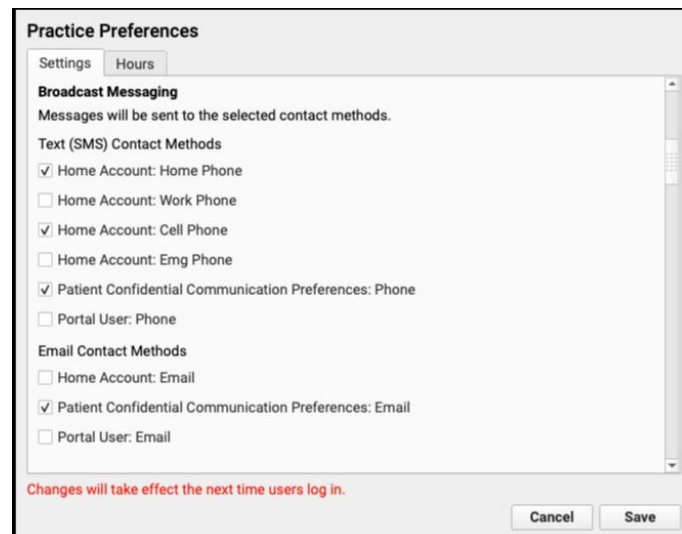
Text (SMS) messages are sent to mobile phone numbers from patients' home account and confidential communication preferences.

Email messages are sent to email addresses from the patients' home account, portal users, and confidential communication preferences.

Subject:

0/160

Select Phone Numbers to use for Broadcast



Practice Preferences

Settings **Hours**

Broadcast Messaging
Messages will be sent to the selected contact methods.

Text (SMS) Contact Methods

- ☒ Home Account: Home Phone
- ☐ Home Account: Work Phone
- ☒ Home Account: Cell Phone
- ☐ Home Account: Emg Phone
- ☒ Patient Confidential Communication Preferences: Phone
- ☐ Portal User: Phone

Email Contact Methods

- ☐ Home Account: Email
- ☒ Patient Confidential Communication Preferences: Email
- ☐ Portal User: Email

Changes will take effect the next time users log in.

Broadcast Message Details

Broadcast Message Details

View detailed results of all attempted messages from a single broadcast message run.

Communication Log: 05/14/2020 - testing again (Elizabeth Casey, M.D.)

Columns: 6 Displayed Group By: None Search:

Message Date/Time	Message Type	Recipient	Patient(s)	Status	Excluded from Future Broadcasts
05/14/2020 3:40pm	Text (SMS)	802-244-1668	Matthew D. Harris	Destination Address is not text enabled	Yes - Not Text Enabled
05/14/2020 3:40pm	Text (SMS)	802-244-1668	Matthew D. Harris	Destination Address is not text enabled	Yes - Not Text Enabled
05/14/2020 3:40pm	Text (SMS)	802-244-1668	Matthew D. Harris	Message accepted by Carrier	No
05/14/2020 3:40pm	Text (SMS)	802-244-1668	Matthew D. Harris	Message accepted by Carrier	Yes - Unsubscribed by Carrier
05/14/2020 3:40pm	Email	harris@pcc.com	Matthew D. Harris	Sent	Yes - Validation Failed
05/14/2020 3:40pm	Email	harris@pcc.com	Matthew D. Harris	Sent	No

6 results

Report Library Back Export Close Print



Inbound Replies to Broadcast

Inbound Messages

View replies to email and SMS messages sent by your practice.

Message Date: From 04/15/2020 to 05/15/2020
Message Type: All
Include Subscription Messages: No

Columns: All 4 Displayed Group By: None Search:

Date / Time	Sender	Message	Message Type
05/14/2020 2:59pm	702-460-1850	Can I schedule an appointment	Text Inbound (SMS)
05/14/2020 2:59pm	702-460-1850	I stop	Text Inbound (SMS)
05/14/2020 3:00pm	702-460-1850	Unstop	Text Inbound (SMS)
05/14/2020 3:23pm	802-244-1668	Can we schedule an appointment?	Text Inbound (SMS)
05/14/2020 3:24pm	802-244-1668	Unstop	Text Inbound (SMS)
05/14/2020 3:39pm	802-244-1668	Thanks for reaching out!	Text Inbound (SMS)
05/14/2020 3:41pm	802-244-1668	We need to see the do	Text Inbound (SMS)
05/14/2020 3:41pm	802-244-1668	Yeah?	Text Inbound (SMS)
05/14/2020 3:57pm	802-244-1668	Lol	Text Inbound (SMS)
05/14/2020 3:57pm	802-244-1668	Lud si	Text Inbound (SMS)
		But little johnny really needs to see Dr. Davidson tomorrow - can you please fit him in and call me later today? Thanks so much!	

11 results

Report Library Back Export Close Print



Single Text Message to Patient/Family

PCC EHR Schedule (4) Visit Tasks (3) E-lab Results (3) Rx Queue (0) Messaging (40) Signing (35)

Find

Wed 05/13/20

Appointments: 4

Visit Status	Room	Tasks	Arrival	Time	Last	First	DOB/Sex	Age	Visit Reason	Provider	Billing Status	Si
w/Nurse	2	END VISIT	9:58am	8:30am	Jetson	Judy	03/24/09 F	11y 1m	10yr - 11yr Well Visit	Gomez		
Arrived	-	END VISIT	9:58am	9:30am	Addington	Alice	02/09/18 F	2y 3m	3yr Well Visit	Gomez		
Scheduled				10:00am	LaPine	Allison	02/17/20 F	2m 3w	2mo Well Visit	Gomez		
Scheduled				3:00pm	Firestone	Abigail Joy	08/28/16 F	3y 8m	3yr Well Visit	Gomez		

Visit Status: All Visit Statuses Location: All Locations

Billing Status: All Billing Provider: Gomez

Send Text Patient Check-In Post Charges Open Chart

Save My Defaults

Select a patient and then click "Send Text"

Single Text Reporting

Single Text Log

View single patient text messages sent by your practice.

Message Date: From 04/13/2020 to 05/13/2020
User: All
Patient: All

Columns: All 6 Displayed Group By: None Search:

Date / Time	User	Patient	Contact	Message	Message Status
05/13/2020 10:01am	Mark Williams, M.D.	Alice Addington	Addington, Jody (802-233-1234)	Hi Judy! The exam room (#5) is ready for Alice. Please wear protective masks in the building. This text is from Beagle Peds. This # does not receive replies.	Pending

1 results

Report Library Back Export Close Print

Create Portal Messages using Cell Phone

Patient Portal Administration

Add Portal User

First Name: Wilma
Last Name: Flintstone
Sign In: 555-123-4567
Email Address or Mobile Phone Number

Portal Notifications
☐ Use Sign In
☒ Use a different method

☒ Email: wilma@pcc.com
☒ Mobile Phone: 555-555-9876

Clear Add User

Wilma has chosen to receive portal notifications at both wilma@pcc.com, and 555-555-9876

PCC Pediatric Test Associates
Portal users can sign in at: <https://ehrdesign.pcc.com/portal>

Close



Attach Documents to Future Appointments

Preview

PATIENT DISCHARGE PL

Tags

Title
Hearing Test Results

Category
Correspondence/Consults

☒ **Attach Document**

select a visit, phone note, etc...

04/01/21, 9 Yr Well - TLC
03/07/20, 9 Yr Well - TLC
02/10/20, Sick - Bright Futures
01/27/20, Sick - Bright Futures

Future appointments appear in the Attach Document drop-down



CHADIS Integration (Pilot)



[Questionnaires](#) [Features](#) [Telehealth](#) [Health Sectors](#) [More](#)

[LOGIN](#)

[REGISTER](#)

[LOGIN HELP](#)

CHADIS can virtually deliver patient questionnaire data for telehealth visits.

The Complete Pre-visit Questionnaire Solution

Plus Clinical Process Support

Free CME Credit
Behavioral Case Discussion
May 19th,
12:30 - 1:30 PM EST
[See How](#)

Collects patient-generated data that can be used to support clinical and shared decisions, track data, and create quality improvement reports.

[Request Demo](#)

Pediatric EHR Solutions

Mark Appointment As Telemedicine

Appointment Book

[Schedule Appointment](#) [Add Block](#)

Pebbles Flintstone 10y 3/12/10 F

☒ Sick Call 30 min

Mark Williams, MD PCP: Williams

☒ Burlington Peds - New North End ☐ All Locations

04/02/20 9:00am Thursday

Rask/ski

Mark a visit as a telemedicine visit in the Appointment Book

☒ Telemedicine https://see_dr_mark

[Clear](#) [Open Chart](#) [Details](#) [Save](#)

Mark Appointment As Telemedicine

Sick - Bright Futures

Malayna G. Viozzi 7 yrs, 8 mos 7/22/12 F

Appointment Details

Visit Status: w/Provider
 Appt Time: 4/2/20 10:45am
 Arrival Time: 4/1/20 11:59am Checked in by mark
 Visit Reason: Sick Call
 Patient Age: 7 yrs, 8 mos
 Location: Burlington Peds - New North End
 Provider: Mark Williams, M.D.
 Appt Note:

Visit Summary: Print Decline
Print Visit Forms

The Telemedicine component includes a login link for clinicians, and a place to share login information with portal users

Telemedicine

Provider Link: https://your_practice_login
 Patient Link: https://see_dr_mark Shared with portal user nate@pcc.com

Bill for a Phone Note or Portal Message

Onset: mm/dd/yy Problem Note: (note for Problem List...)

Bill Sign Close Save Save + Exit

<div> <div> Schedule (26) Visit Tasks (99+) E-lab Results (40) Rx Queue (0) Messaging (2) Signing (99+) </div> </div>										
<div> <div> Schedule (26) Visit Tasks (99+) E-lab Results (40) Rx Queue (0) Messaging (2) Signing (99+) </div> </div>		<div> Tasks: 2 </div>								
Completed	Date	Due	Patient	Subject	Task	To	Docs	Billing Status	Signed	
	04/01/20	4:01pm	Baker, Alisa M.	Portal Message - Odd Rawsh	Portal Message			Ready To Post		
No Tasks	04/01/20	3:51pm	Flintstone, Pebbles	Phone Note	None			Ready To Post		

Check Eligibility for Phone Note or Portal Message

Post Charges: 05/13/20
 Patient Details
 Encounter Details
Insurance Eligibility
 Policies
 Account Balances
 Patient Demographics
 Account Demographics

Insurance Eligibility
 Encounter: 05/13/20 James Davidson, Jr. M.D.
 PCP: Elizabeth Mary Casey, MD
Aetna USHC \$ 0 (PO BOX 981106)
 Copay: \$0.00 Cert: 123456789 Group: MOUSE99887766 Subscriber: Mickey Mouse
 Eligibility Response: 05/13/20 **Active**
 ▶ Summary Report
 ▶ Full Report

Request Eligibility



Find All Encounters Waiting to be Billed

Report Library

Encounters by Billing Status

Identify visits, phone notes, and portal messages which are waiting to be billed.

Encounter Date: From 04/02/2020 to 04/09/2020
 Provider: All
 Location: All
 Billing Status: Ready to Post, New Items

Columns: 7 Displayed

All encounters are included in this report, including phone notes and portal messages

Encounter Date/Time	Patient Name	Encounter Type	Encounter Reason	Provider	Location	Billing Status
04/07/2020 10:00am	Flintstone, Pebbles	Visit	10yr - 11yr Well Visit	Mark Williams, M.D.	New NE	Ready to Post
04/08/2020 10:30am	Henderson, Rachel E.	Visit	Work exam	Kathleen W. Gomez, M.D.	Lake	Ready to Post
04/09/2020 8:00am	Mouse, Mickey	Visit	Sick Call	Elizabeth Mary Casey, MD	Lake	New Items
04/09/2020 10:19am	Hopkins, David	Phone Note	Phone Note	Fred Jones, M.D.	Winooski	Ready to Post
04/09/2020 10:30am	Haines, Taylor	Phone Note	Phone Note	Leonard McCoy, MD	Winooski	New Items
04/09/2020 10:30am	Carpenter, Colin Z.	Phone Note	Rash	Beverly Crusher, MD	Winooski	New Items
04/09/2020 10:37am	Carpenter, Tamara	Phone Note	Cough	Beverly Crusher, MD	Winooski	Ready to Post
04/09/2020 10:44am	Carter, Leah E.	Portal Message	test6	Beverly Crusher, MD	Winooski	Ready to Post
04/09/2020 11:00am	Koontz SR., Tiana "Taylor" Christine	Visit	Sick Call	Kathleen W. Gomez, M.D.	Lake	Ready to Post
04/09/2020 1:15pm	Zinn, Andrew J.	Visit	Sick Call	Elizabeth Mary Casey, MD	Lake	Ready to Post

10 results

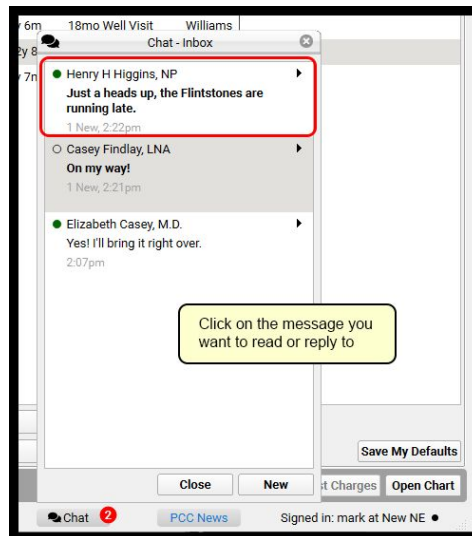
Report Library

Back Export Close Print

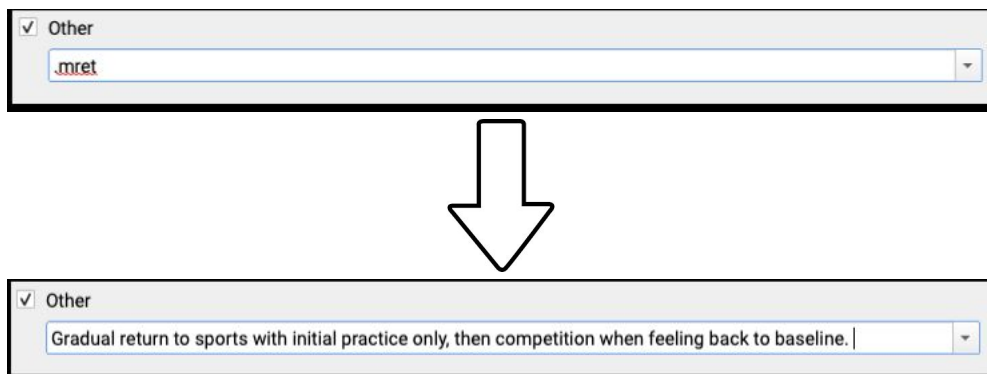
If the phone note or portal message has a subject, that will appear in the Encounter Reason column



PCC EHR - Built In Person-to-Person Chat



PCC EHR - Built in Text Expansion "Snap Text"



Many Thanks.

