PCC Roadmap:
What’s New?

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Manager of Software Development

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

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

New Billing Statuses

- Review new billing statuses to manage appointments efficiently.
Charge Posting in PCC EHR

PCC eRx

Use the Diagnoses and Procedures components to review and update diagnoses, procedures, linking, units, and other charge details.
Portal: New Look and Feel

Review Portal Payments

Report Library

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal Payments</td>
<td>Portal payments by date range.</td>
<td>Billing, Patient Portal</td>
</tr>
</tbody>
</table>
See Blocks

Finish Your Notes Without Being Timed Out
Create Orders from Phone Notes

Search within Patient Visit History
Find Patients Who are Overdue for Immunizations

<table>
<thead>
<tr>
<th>Report Library</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Desk</td>
<td></td>
</tr>
<tr>
<td>Immunization</td>
<td></td>
</tr>
</tbody>
</table>

- **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 immuns, 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.

Covid19 Pivot
Sick Visit Modality Breakdown

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

% of Total Sick Visits

- Telemmedicine
- Portal
- Phone
- In-Person

May 18
- In-Person: 66.36 (66%)
- Phone: 0.7 (1%)
- Portal: 1.32 (1%)
- Telemedicine: 31.62 (32%)

Covid19 Pivot - Support
Covid19 Pivot - Coding/Jan

Covid19 Pivot - EDI/Claim Processing
Covid19 Pivot - Marketing

Covid19 Pivot - Education Content
COVID-19 Links and Resources

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 Telementicine Encounter (Video, Article)
- Send Broadcast Messages to Patients and Families (Video, Article)
- Bill For Home Falls and Social Services Conversions (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 see.

COVID-19: Financial and Productivity Trend Analysis

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

Select Phone Numbers to use for Broadcast
# 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.)

<table>
<thead>
<tr>
<th>Message Date/Time</th>
<th>Message Type</th>
<th>Recipient</th>
<th>Patient(s)</th>
<th>Status</th>
<th>Excluded from Future Broadcasts</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/14/2020 3:49pm</td>
<td>Text (SMS)</td>
<td>Matthew D. Harris</td>
<td>Destination Address is not test enabled</td>
<td>Yes - Not Test Enabled</td>
<td></td>
</tr>
<tr>
<td>05/14/2020 3:49pm</td>
<td>Text (SMS)</td>
<td>Matthew D. Harris</td>
<td>Destination Address is not test enabled</td>
<td>Yes - Not Test Enabled</td>
<td></td>
</tr>
<tr>
<td>05/14/2020 3:49pm</td>
<td>Text (SMS)</td>
<td>Matthew D. Harris</td>
<td>Message accepted by Carrier</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>05/14/2020 3:49pm</td>
<td>Text (SMS)</td>
<td>Matthew D. Harris</td>
<td>Message accepted by Carrier</td>
<td>Yes - Unsubscribed by Carrier</td>
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<tr>
<td>05/14/2020 3:49pm</td>
<td>Email</td>
<td>Matthew D. Harris</td>
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<td>Yes - Validation Failed</td>
<td></td>
</tr>
<tr>
<td>05/14/2020 3:49pm</td>
<td>Email</td>
<td>Matthew D. Harris</td>
<td>Sent</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

6 results

# Inbound Replies to Broadcast

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

**Message Data:** 04/15/2020 to 05/15/2020

**Message Type:** All

<table>
<thead>
<tr>
<th>Date / Time</th>
<th>Sender</th>
<th>Message</th>
<th>Message Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/14/2020 2:53pm</td>
<td></td>
<td>Can I schedule an appointment</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 2:53pm</td>
<td></td>
<td>I stop</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 2:53pm</td>
<td></td>
<td>Unstop</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 3:23pm</td>
<td></td>
<td>Can we schedule an appointment?</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 3:24pm</td>
<td></td>
<td>Unstop</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 3:39pm</td>
<td></td>
<td>Thanks for reaching out!</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 3:41pm</td>
<td></td>
<td>We need to see the do</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 3:41pm</td>
<td></td>
<td>Yeah?</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 5:57pm</td>
<td></td>
<td>Lol</td>
<td>Text Inbound (SMS)</td>
</tr>
<tr>
<td>05/14/2020 5:57pm</td>
<td></td>
<td>But little Johnny really needs to see Dr. Davidson tomorrow - can you please fit him in and call me later today? Thanks as much!</td>
<td>Text Inbound (SMS)</td>
</tr>
</tbody>
</table>

11 results
Single Text Message to Patient/Family

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

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
Create Portal Messages using Cell Phone

Attach Documents to Future Appointments
CHADIS Integration (Pilot)

CHADIS can virtually deliver patient questionnaire data for telehealth visits.

The Complete Pre-visit Questionnaire Solution
Plus Clinical Process Support

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

Mark Appointment As Telemedicine

Appointment Book

Schedule Appointment  Add Block

Pebbles Flintstone 10y 3/12/10 F
Sick Call  50 min
Mark Williams, MD  PCP, Williams
Burlington Peds - New North End  All Locations
04/02/20 5:00pm Thursday

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

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

Bill for a Phone Note or Portal Message
Check Eligibility for Phone Note or Portal Message

Find All Encounters Waiting to be Billed
PCC EHR - Built In Person-to-Person Chat

Click on the message you want to read or reply to.

PCC EHR - Built in Text Expansion “Snap Text”

Gradual return to sports with initial practice only, then competition when feeling back to baseline.
Many Thanks.