PCC Roadmap:
What's New?

Scott Ploof
Manager of Software Development

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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.

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Session Goals - A retrospective

1. Pre-Covid Development

2. Pivot due to Covid

3. Covid Response - Areas of Focus

   Roadmap - Look Ahead @ 4PM!

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Software Releases: Pre-Covid19

June 2019 - 8.9 (Seen at UC 2019)

August 2019 - 8.10

October 2019 - 8.11

March 2020 - 8.12

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Software Releases: Covid19 Oriented

April 2020

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

Pre-Covid19 Areas of Focus

Appointment Book

Charge Posting

eRx

Portal

Report Library

PocketPCC

Workflow
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

Charge Posting in PCC EHR

PCC eRx

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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

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Review Portal Payments

Report Library

▾ All Reports

Search: portal payments

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

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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

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 immunizaitons, 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 dpatient flag, removed age range selection, 1 to 6 shots, all imms

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Covid19 Pivot

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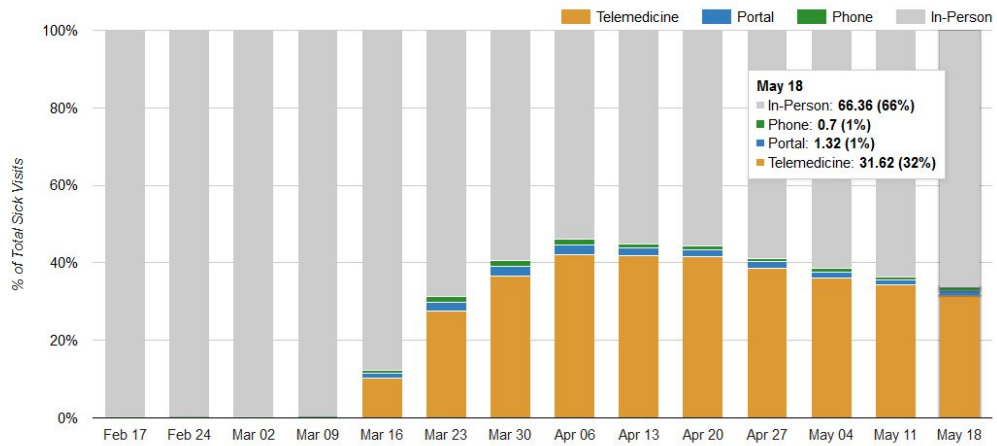
Covid19 Pivot - Support

Covid19 Pivot - Coding/Jan

Covid19 Pivot - EDI/Claim Processing

Covid19 Pivot - Marketing

Covid19 Pivot - Education Content

https://learn.pcc.com

PCC Learn

1-800-722-7708   Client Support

Home   Updates   Videos   Search PCC Learn

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 Calls and Portal Message Encounters **(Video, Article)**

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Covid19 Pivot - Pediatric Solutions

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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

Weekly Charges and Payments
(Projected Payments for Current and Future Weeks)

* Indicates start of weekly payment projections

Week of

Total Charges — Total Payments ∿ Projected Payments
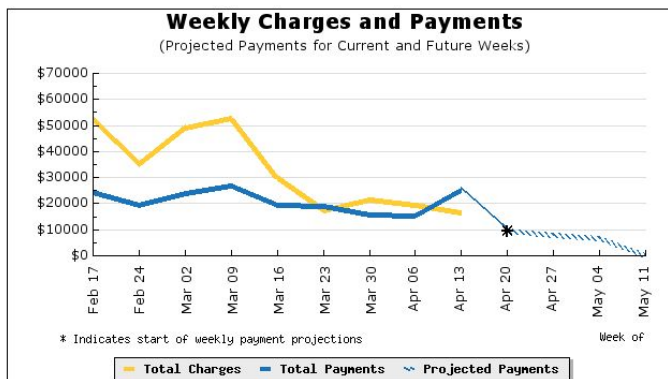
What you need to know:

- 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).

Weekly Variation Compared to Baseline

Covid19 Pivot - New Client Install (NCI)

Covid19 Pivot - Development

Covid19 Areas of Focus

Patient Communication

Telemedicine

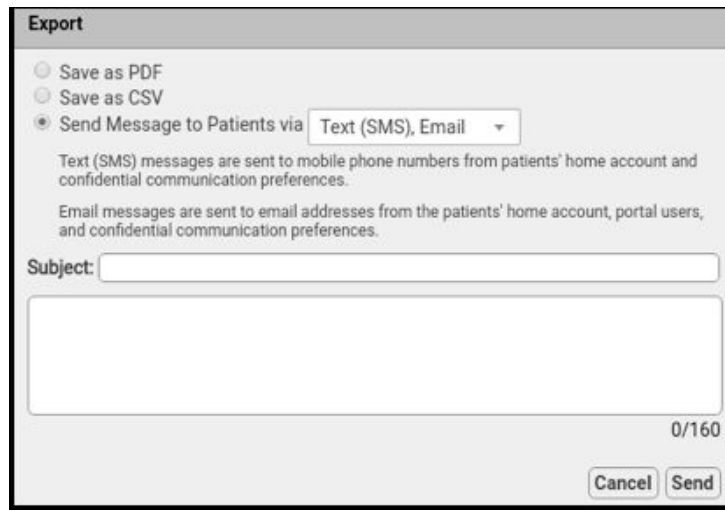Working Remotely - Workflow Optimizations
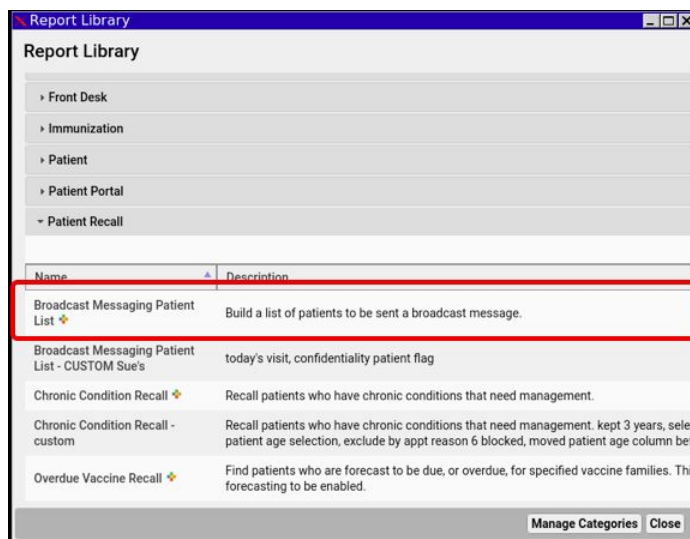
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Broadcast Messaging - Report Library

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Broadcast Messaging - Report Library
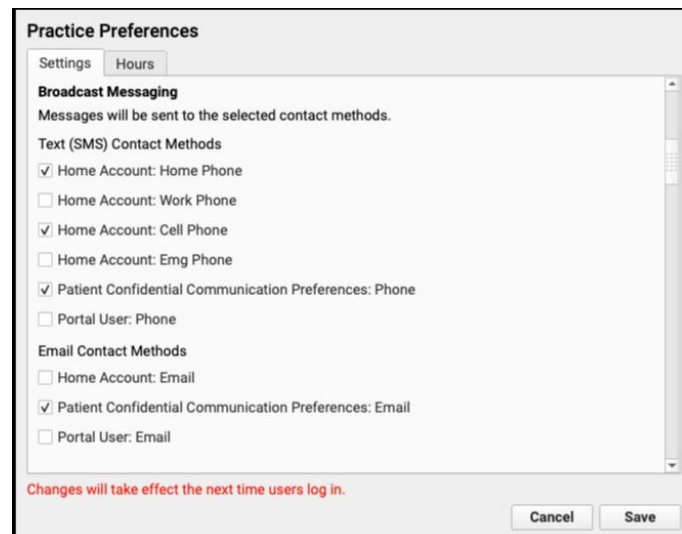
Select Phone Numbers to use for Broadcast

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)		Matthew D. Harris	Destination Address is not text enabled	Yes - Not Text Enabled
05/14/2020 3:40pm	Text (SMS)		Matthew D. Harris	Destination Address is not text enabled	Yes - Not Text Enabled
05/14/2020 3:40pm	Text (SMS)		Matthew D. Harris	Message accepted by Carrier	No
05/14/2020 3:40pm	Text (SMS)		Matthew D. Harris	Message accepted by Carrier	Yes - Unsubscribed by Carrier
05/14/2020 3:40pm	Email		Matthew D. Harris	Sent	Yes - Validation Failed
05/14/2020 3:40pm	Email	tamsin.telfani@gmail.com	Matthew D. Harris	Sent	No

6 results

Report Library   Back Export Close Print

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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		Can I schedule an appointment	Text Inbound (SMS)
05/14/2020 2:59pm		I stop	Text Inbound (SMS)
05/14/2020 3:00pm		Unstop	Text Inbound (SMS)
05/14/2020 3:23pm		Can we schedule an appointment?	Text Inbound (SMS)
05/14/2020 3:24pm		Unstop	Text Inbound (SMS)
05/14/2020 3:39pm		Thanks for reaching out!	Text Inbound (SMS)
05/14/2020 3:41pm		We need to see the do	Text Inbound (SMS)
05/14/2020 3:41pm		Yeah?	Text Inbound (SMS)
05/14/2020 3:57pm		Lol	Text Inbound (SMS)
05/14/2020 3:57pm		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

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Single Text Message to Patient/Family

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		

PCC EHR   FIND

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

◄ Wed 05/13/20 ►   Appointments: 4

Visit Status: All Visit Statuses   **Location:** All Locations
Billing Status: All Billing   **Provider:** Gomez   **Save My Defaults**

Select a patient and then click "Send Text"

Send Text   **Patient Check-In** Post Charges **Open Chart**

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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**

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Create Portal Messages using Cell Phone

Attach Documents to Future Appointments

CHADIS Integration (Pilot)

Mark Appointment As Telemedicine

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Mark Appointment As Telemedicine

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
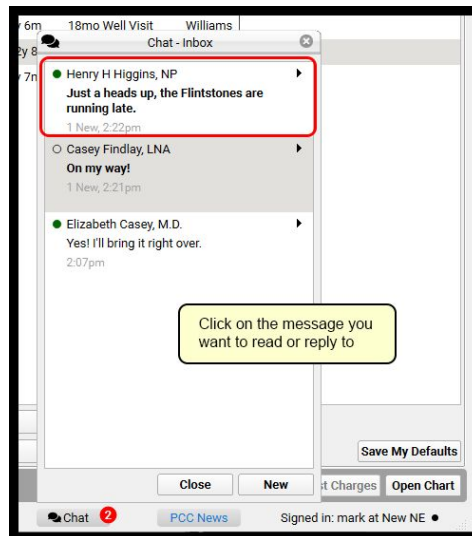
PCC EHR - Built in Text Expansion "Snap Text"

Many Thanks.