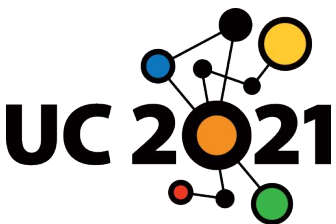# Redesigning the Pediatric Office for a Post-Pandemic World

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The Verden Group/IPMSO

Session Goals

1. To discuss how practice workflows have changed due to the pandemic

2. To learn about ways of being more technologically effective at meeting patients' needs

Post-Pandemic Landscape

Covid-19 helped to transform the ways in which we provide care to patients. We had to rely on technology to deliver virtual care, and as a result, we have made leaps forward in terms of catching up with other 'service' industries.
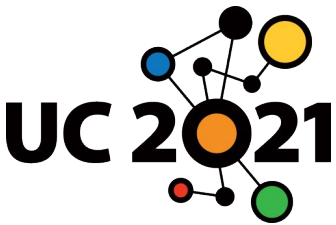
Here's how you can continue to improve...
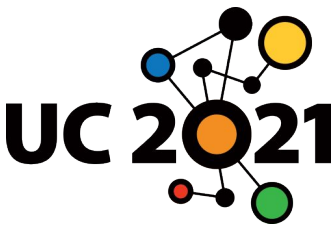
Technology & Process

Use everything you've got:

- Beef up your website and online technology
- Automate everything you can
- Reduce contact and repurpose space
- Emulate others in the service industry

Optimizing Online Tech

Determine your tools and processes and make them available online:

- Portal: Secure messaging, access to vaccine records, etc.
- Online Payments: how to make payments online
- Symptom Checker & Dosage charts: quick and easy reference, no calls
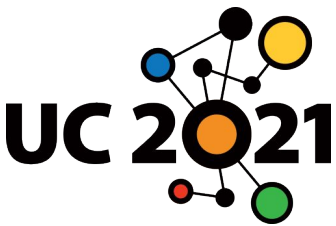- Self-Scheduling: easy for well, sick visits may be trickier

Optimizing Online Tech

Did you know that PCC has a patient 'kit' for the portal?

- Personalized flyers
- Informational handout for patients and families
- Registration forms
- User manual

http://www.pcc.com/patient-portal-kit/

Optimizing Online Tech

Share tools and Process Details on your site

Make sure you have comprehensive information available about processes such as virtual check in, telemedicine, use of portal and so on, right on your site

- Keeps patients off the phone, allows them to see how much your practice has to offer and puts everything at your patients fingertips
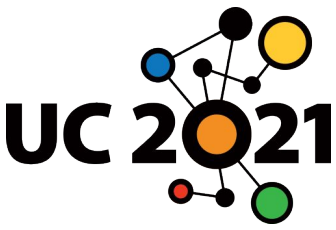
Optimizing Online Tech

Require patients to utilize online tools

- Train them to go to your site and portal first before calling
- Adding online check-in helps to shorten times in-office
- Reduce number of contact points and process steps
- Utilizing tools like CHADIS allows for faster flow in of information and pre-review before appointment
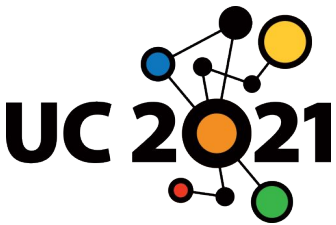
Optimizing Online Tech

Self-Scheduling

- Allows patients to self-schedule using 'open access' scheduling or only for select visits (e.g. well visits, scheduled at least 30 days ahead of time)
- Can be incorporated via standalone app

Potential options: Patients cans request through the PCC portal, or use third party software like AppointmentPlus, Acuity Scheduling, NexHealth
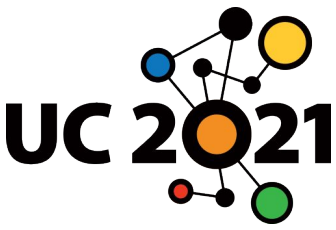
Optimizing Visits

Recall, recall, recall!

- You are likely still catching up on vaccinations and check ups but don't forget to follow up on your asthmatics, ADHD, obesity patients and so on
- If you aren't routinely pulling recall reports, implement that now
- Use automated options for recalling

Increase visits, increase patient satisfaction, while doing it efficiently

https://learn.pcc.com/help/pccs-tools-to-remind-recall-and-contact-patients/

Automated Reminders

Automated Reminders

- Make sure to capture patients' preferred method of contact: phone, text, email to make sure that you are connecting with patients in the right way (or they will ignore you...)
- Automated systems can be used for appointments, but also can be utilized to notify about important information (eg flu vaccine clinics)

Keeps staff off the phone if they don't have to call patients about visits, reduces no-show rate, can allow for automatic confirmation or rescheduling
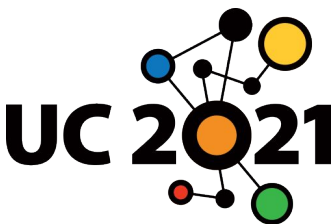
Registration / Check In

- Patients can check themselves in via various processes and using 3rd party software. Typically,
  - A link is sent via email or text asking the patient to complete registration and check in
  - The patient completes information, from verifying demographics to inputting insurance details to signing HIPAA notices
  - Payment can also be collected at this step (patient inputs credit or debit card information)

Virtual Waiting Rooms

- Patients check in from their home and/or from your parking lot via text, app or call
- Patient is called from their Car directly into the Exam Room (no physical waiting room space)
- Some practices are converting the waiting room space into areas for immunizing (flu clinics) and some renovating to convert that space to more exam rooms
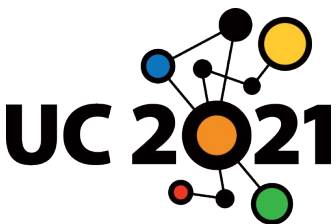
Virtual Intake (TeleMed)

- Speeds up the time that patients spend in the physical office by doing part of the exam virtually (via video/ telemed)
- This can be a great way to review milestones ahead of time and utilize lower level staff (such as nurses) to work to the top of their training by providing information and care planning to patients
- Also, patients can complete developmental screenings through online integrations (CHADIS) or via secure forms in your EMR portal
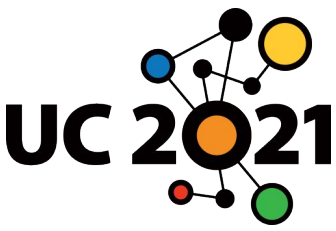
Online Bill Pay

- Collect payment at the time of visit virtually either through automated check in process (e.g. copays) or through credit card on file processes
- Patient receives automated email / text after insurer processes claim and can utilize link to make payment online
- Having an 'Online Payment' 'button' on your website allows patients to pay directly from a paper bill received

Faster payment, less time spent chasing patients for balance-bills

Adding BH Services

- Behavioral health has always been an issue, expect growing demand coming out of / stemming from Covid
- Access to BH is often limited; find services and providers that can help support your work
- Several online/virtual BH apps and organizations developing to help meet demand - some working within practice walls and in highly collaborative ways (e.g. Sprout Therapy https://www.joinsprouttherapy.com/)
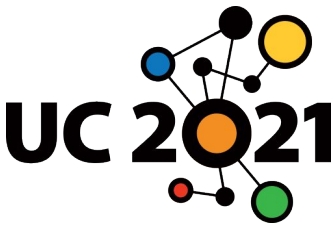
Other Changes to Consider

- Curbside flu clinic vs. indoors
- Curbside testing vs. indoors
- Outdoor tents, mobile trucks, shelters
- Telemed for all visits of X type
- Enforced use of tech for certain requests (e.g. all Rx refills must be requested via the portal)
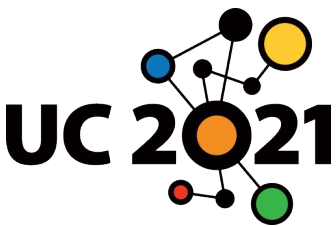
Session Takeaways

1. Consider adopting automation across your practice processes

2. Utilize technology to its fullest

3. Minimize contact and re-purpose space

What Questions Do You Have?

Questions posted in the Socio will be read aloud by moderator for the presenter to answer. Please post your questions in Socio now.

Later Viewing

This and all other UC2021 course recordings will be available for later viewing through Socio.