

# What's New at PCC

Scott Ploof

# Overview

**Roadmap - Look Ahead**

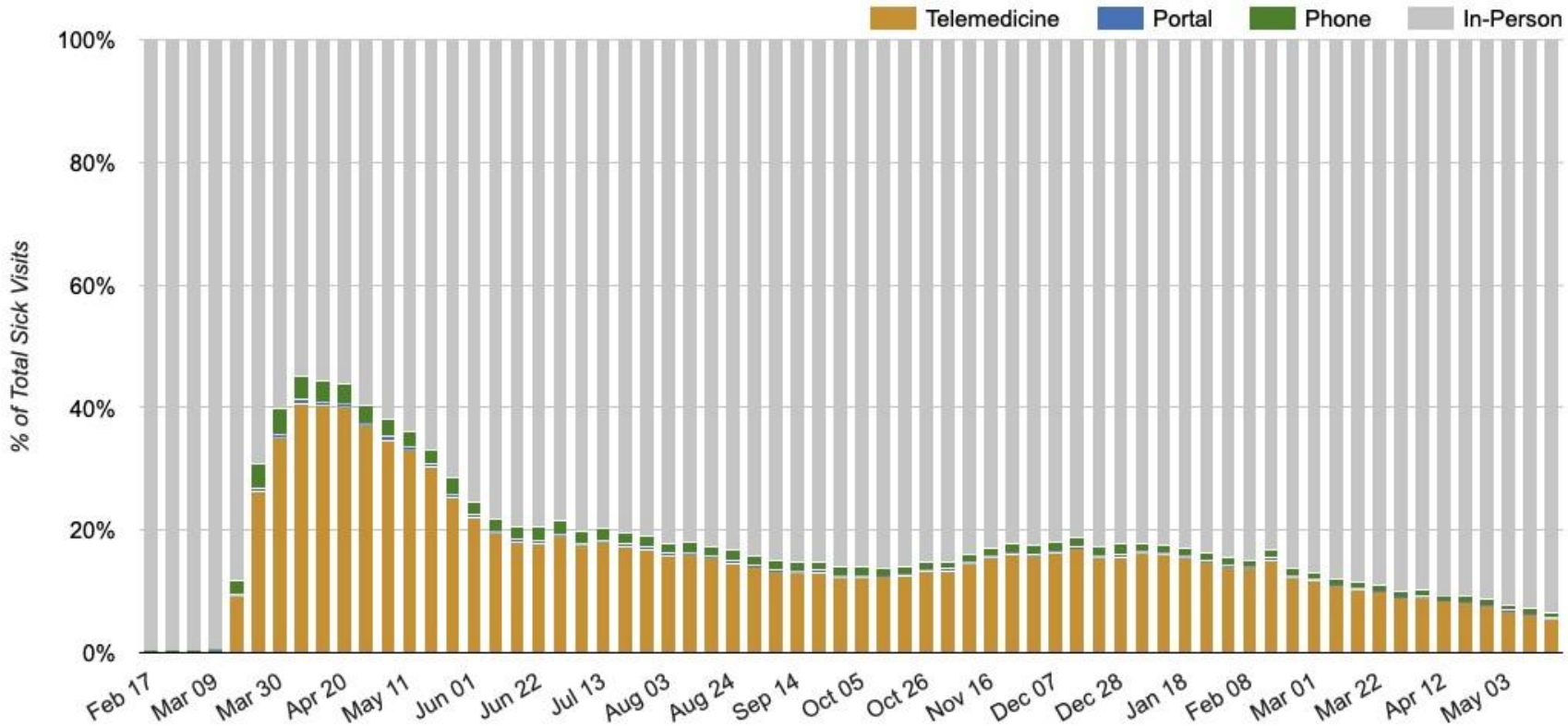
**Tuesday - 1:00PM**

<https://learn.pcc.com>

COVID-19

## Sick Visit Modality Breakdown

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



# COVID-19 Assistance

- Telemedicine scheduling assistance
- Broadcast messaging feature enhancements needing workflow guidance
- Lab and vaccine configuration assistance
- Coding additions and awareness
- Dashboard explanation and analysis

# Insights

[Request a 1:1 Consult](#)[Brochure](#)[Blog](#)[Client Support](#)[Our Solution](#)[Our Results](#)[Learn with PCC](#)[Insights](#)[About PCC](#)

## 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 expect to see, and will also provide ongoing recommendations for the things your practice can do to adjust to practicing during this pandemic in the coming months.

PCC clients: please note that you each have your own [personalized COVID-19 Dashboard](#) comparing your data to your peers (as well as some additional measures).

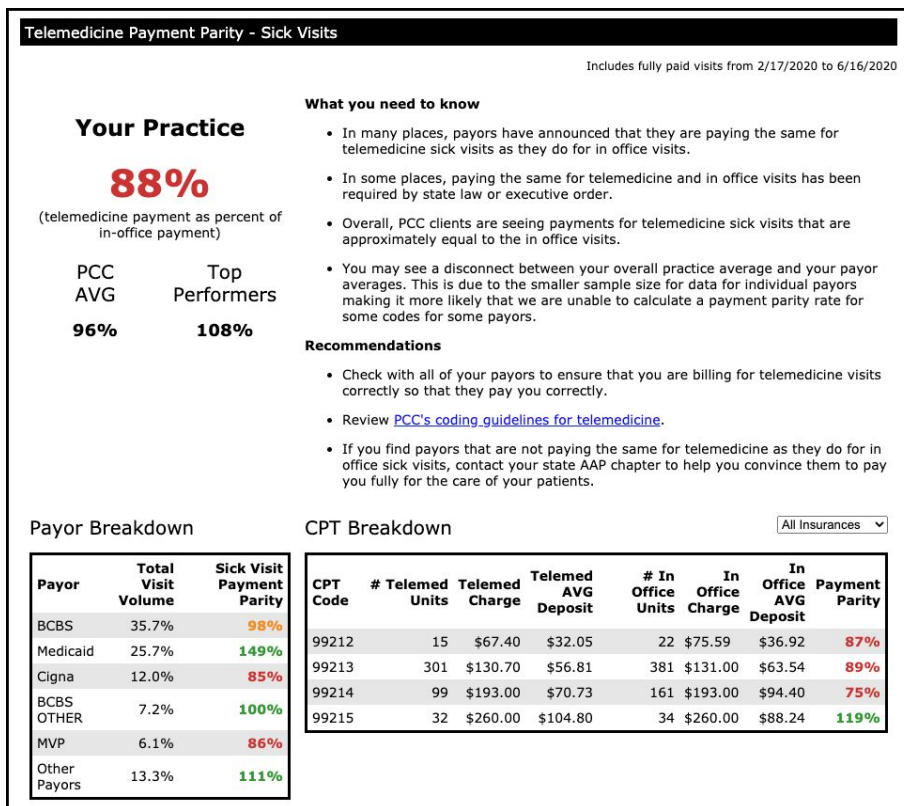
How has your practice been impacted? Please contact us at [consulting@pcc.com](mailto:consulting@pcc.com) and let us know!

### Weekly Visit and Charge Impact

The core of the pediatric practice business model is seeing patients and charging payers for the visits performed. Thus, the first thing that we investigated was: how are the number of visits and the amount of charges changing as a result of this pandemic?



# See How Well Your Payors are Paying for Telemedicine Sick Visits






# COVID Related Courses

Impact of COVID on Preventive Care	Tuesday - 4:00PM
Front Desk Best Practices - What does a pandemic change?	Wednesday - 7:00PM
Managing HR During a Pandemic	Thursday - 2:00PM
Chip and Paulie Webinar	Thursday - 7:00PM
Practice Management: During COVID and Beyond - What Have We Learned?	Friday - 1:00PM

# Appointment Book

## Schedule Siblings in the Appointment Book

**Appointment Book**

Provider: Leonard McCoy, MD Today   

Location: Lake Champlain Pediatr... Week of Monday, 08/17/20

Schedule Appointment Add Block

Multiple Appointments Edit

- 15 min **Anthony Smith** 10y 6/02/10 M ✕
- 15 min **Kathle...mith V** 16y 2m 4/08/04 F ✕
- 15 min **Cole ...Smith** 13y 5m 12/28/06 M ✕

Leonard McCoy, MD ▼

☒ Lake Champlain Pediatrics ▼ ☐ All Locations

08/18/20 9:45am Tuesday ✕

☐ Telemedicine add Patient Link ▼

Clear Open Chart Details Save

	Monday 08/17/20	Tuesday 08/18/20	Wedn 08/19/20
9:15 am			
9:30 am		Nolan Long Immunizations Only	
10:00 am		Anthony Smith Sick Call	
10:15 am		Kathleen Smith V Sick Call	
10:30 am		Cole Smith Sick Call	

When all appointments fit in the schedule, the border around the group is black

# Posting Charges/Billing

## View and Work With a Patient's Billing History in the Chart

**Account:**  
Albert Taglang (Account #1872)  
5705 Roush Road  
Westminster Station, VT 05159

**Primary Insurance Policy:**  
BCBS \$12 Empire  
Certificate: 111111  
Group: 111

**Diagnoses:**  
H60.93 Unspecified otitis externa, bilateral  
J02.0 Streptococcal pharyngitis

**Procedures:**  
99213 1 OV Expanded Focus  
1) H60.93 2) J02.0

**Billing History Index** Search Filter:  Search ◀ ▶

Date	Provider	Place of Service	Billing Status	Signed	Billing Account	Docs
07/07/20	Mark Williams, M.D.	Burlington Peds - New North End	Ready To Post	Williams, Casey	Albert Taglang (# 1872)	
04/16/16	Alfred Woodward, M.D.	Winooski Pediatrics	Posted	n/a	Albert Taglang (# 1872)	
10/10/15	Fred Jones, M.D.	Winooski Pediatrics	Posted	n/a	Albert Taglang (# 1872)	
10/06/14	Fred Jones, M.D.	Winooski Pediatrics	Posted		Albert Taglang (# 1872)	

Create Encounter Post Charges View Doc Save + Exit

Double-click on an encounter or select it and click "Post Charges" to post charges

## Post Hospital Charges and Administrative Fees in PCC EHR

**Post Charges** Adda Addington 6 days 7/01/20 F

**Encounter Details**

Provider: Elizabeth Mary Casey, MD

Place of Service: UVM Medical Center Inpatient

Admit Date: 07/01/20

Discharge Date: 07/05/20

If you select a hospital place of service, you can enter an Admit and Discharge Date

**Procedures** Primary: BCBS Empire

Procedures	Units	Price	Insurance	Ins Due	Ins Adj	Pers Due	Discount	Source
<input checked="" type="checkbox"/> X Forms	1	15.00	Self Pay	0.00	0.00	15.00	0.00	Post Charges
<b>Totals:</b>		15.00		0.00	0.00	15.00	0.00	

select a procedure

Optionally adjust units, price, responsible party for the charge, or the time-of-service discount

## Apply Past Credits When You Post Charges in PCC EHR

Credits on the patient's billing account appear in the Payments section of Post Charges

### Payments

Danielle Travitz (Account # 1588)

Patient	Visit Reason	Insurance	Pers Due	Description
Taylor Travitz	Sick Call	Highmark Classic Blue	25.00	Today's Visit
			-25.00 CR	Previous Balance (as of 12/10/20)
			0.00	Balance

Payment Type	Amount	Check #	Apply to Today's Visit	Apply to Prev Bal	Unapplied
Credit on Account (unapplied)	25.00		25.00	0.00	0.00

Add Payment

### Receipts



## Enter Time-of-Service Discounts As You Post Charges in PCC EHR

Procedures								Self Pay	
Procedures	Units	Price	Insurance	Ins Due	Ins Adj	Pers Due	Discount	Source	
<input checked="" type="checkbox"/> 99213 OV Expanded F ▶ Dx: 1) J02.0	1	115.00	Self Pay	0.00	0.00	115.00	0.00	Electronic Encounter Form	
<input checked="" type="checkbox"/> 87880 Rapid Strep Screen ▶ Dx: 1) J02.0	1	30.00	Self Pay	0.00	0.00	30.00	0.00	Lab (Ordered) <a href="#">DETAILS</a>	
<b>Totals:</b>		145.00		0.00	0.00	145.00	0.00		

## Automatically Link Diagnoses and Procedures From Orders

**Bill - Diagnoses and Procedures**      Sara Sampson   16 yrs, 2 mos   9/11/04   F

Date of Service: 12/08/20

Provider of Service: Mark Williams, M.D.

**Charted Diagnoses**

- ☒ Streptococcal sore throat  
J02.0 Streptococcal pharyngitis
- Wart removal**
- ☒ B07.0 Plantar wart

**Additional Diagnoses**

**Charted Procedures**

Rapid Strep

- ☒ 87880 Rapid Strep Screen

Wart removal

- ☐ 17004 Cryosurgery wart(15+)/Electrocautery
- ☐ 17003 Cryosurgery wart(2-14)/Electrocautery
- ☒ 17000 Cryosurgery wart/Electrocautery

...PCC EHR can automatically select your practice's configured codes on the Bill window...

Cancel   Next

## No More Duplicate Diagnoses on the Bill Screen

**Bill - Diagnoses and Procedures**

**Bailey Balog** 5 yrs, 5 mos 7/02/15 M

Date of Service: 12/10/20

Provider of Service: Mark Williams, M.D.

**Charted Diagnoses**

DTaP, IPV, MMR, Varicella  
☒ Z23 Encounter for immunization

...the Bill window consolidates their  
billing diagnoses to a single entry

**Additional Diagnoses**

## Review and Fix Invalid ICD-10 Codes When You Post Charges

**Post Charges**

Post Charges alerts you when an encounter has any invalid ICD-10s, such as for this December 2020 DOS

**Diagnoses**

Include Dx on Claim	ICD-10	Description	Li
<input type="checkbox"/>	H57.12	Ocular pain, left eye (ICD-10 takes effect 01/15/21)	
<input checked="" type="checkbox"/>	H40.052	Ocular hypertension: eye	99
<input type="checkbox"/>	Q25.2	Atresia of aorta (ICD-10 expired 09/30/16)	

select an ICD-10 diagnosis

**Procedures**

Procedures	Units	Price	Insurance	Ins Due Adj
<input checked="" type="checkbox"/> 99213 OV Expanded Focus	1	100.00	Primary	85.00 00

## Configure Which PCC EHR Queues Appear for Each User

Role Name:

- ☒ Queues
  - ☐ E-lab Results
    - ☐ E-lab Result Deletion
- ☒ Messaging
  - ☐ Rx Queue (also requires an enabled PCC eRx account)
- ☒ Schedule
- ☐ Signing
- ☐ Visit Tasks
- ☐ Reconciliation
- ☒ Report Library

Select the queues that PCC EHR users with this role should have access to

# Courses Related to Billing/Charge Posting Tools

Client Feedback Session: Billing	Wednesday - 11:00AM
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# Report Library

# Schedule Reports to Automatically Run in the Future

## Huddle Sheet

View today's appointments with relevant details to help plan for the day.

Edit Categories Appointment, Front Desk

Appointment Date

Today

Appointment Provider

Edit All Appointment Providers

Appointment Location

Lake Champlain Pediatrics

Appointment Status

Scheduled, Arrived

### Schedule

#### Schedule Report

Schedule Name:

Frequency: 

Daily

☐ Include Weekends

Time:

Next Run:

Cancel

Schedule

Back

Schedule

Customize Report

Close

Generate



## Schedule Reports to Automatically Run in the Future

Report Library

Reports

Scheduled Reports

Saved Results

Saved Results

Search:

Result Date	Schedule Name	Source	# of Results
7/21/2020 1:00 PM	Patient Count and Percentage by Sex - custom	Patient Count and Percentage by Sex - custom	3
7/21/2020 9:00 AM	Daily Huddle Sheet by Provider	Huddle Sheet	15
7/21/2020 8:30 AM	Lake Champlain Peds - Schedule Review	Huddle Sheet - last 7 days	301
7/21/2020 8:00 AM	Huddle Sheet - daily, all locations, all providers	Huddle Sheet - daily, all locations, all providers	15
7/20/2020 9:00 AM	Visits by Billing Status	Visits by Billing Status	921
7/16/2020 4:00 PM	Patient Count and Percentage by Race	Patient Count and Percentage by Race	10
7/16/2020 11:30 AM	Weekly Open Orders	Orders by Visit	119

Result Date: Last 30 Days

View: ☐ All Results ☒ Most Recent Result

Close

## Send Broadcast Messages for Overdue Immunizations and Much, Much More

Report Library

### 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.

Categories: Clinical, Immunization, Patient Recall

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**Last Visit Date**

Last 3 Years ▾

From   to  

Back

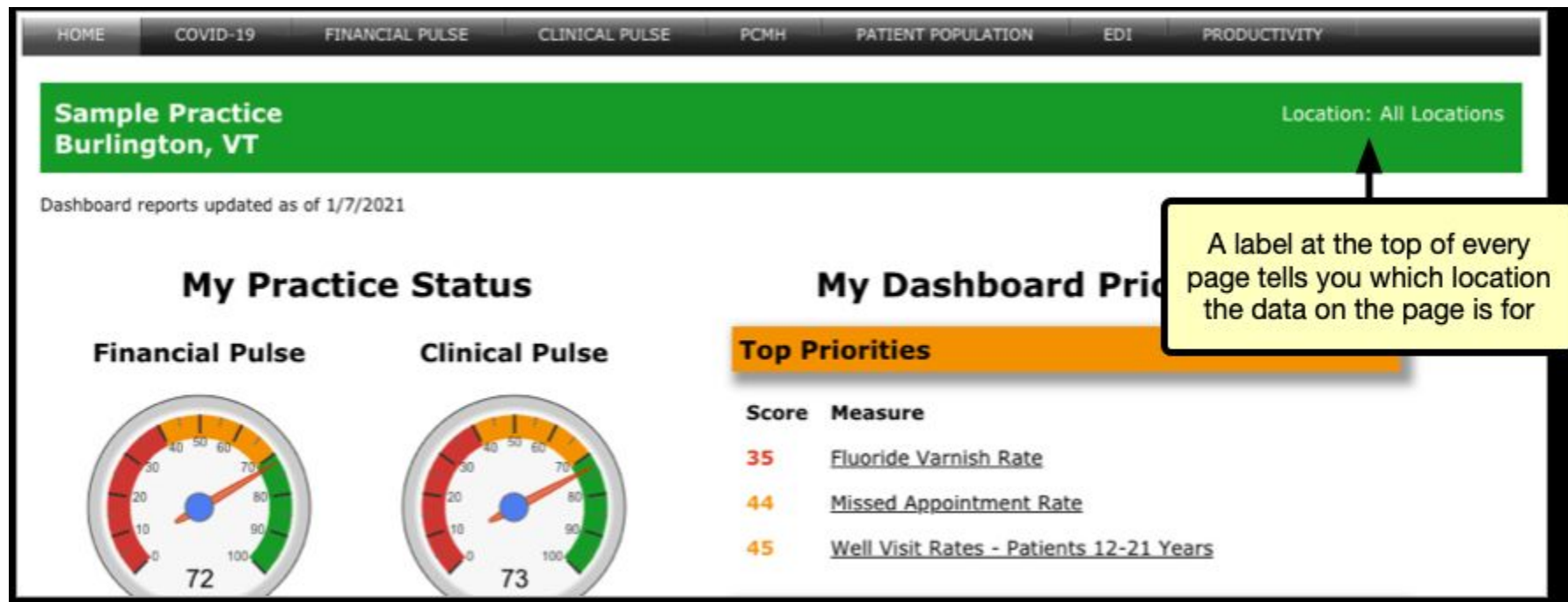
Schedule

Close

Generate

# Dashboard

## See Clinical Measures for Each of Your Office Locations in the Dashboard



# Review Flu Shot Rates by Provider

## Measure: Immunization Rates - Influenza

Choose a measure

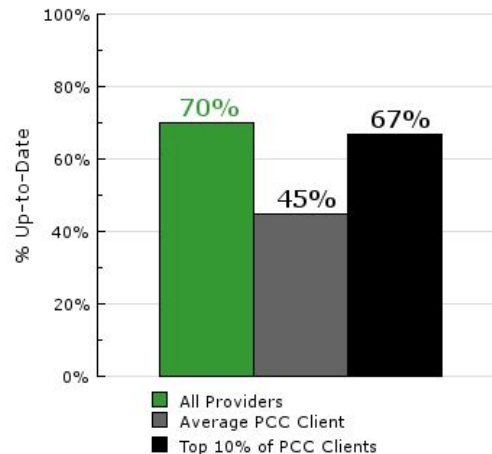
Dashboard reports updated as of 7/4/2020

### Detailed Breakdown: Primary Care Provider

Primary Care Provider	Active Patients	Overdue Patients	Up-to-Date Patients	% Patients Up-to-Date
All Providers	2,763	837	1,926	70%
Provider 0	10	8	2	20%
Provider 13	832	210	622	75%
Provider 16	352	116	236	67%
Provider 18	119	37	82	69%
Provider 2	1,433	459	974	68%
Provider 21	17	7	10	59%

### How You Compare

Compare: All Providers

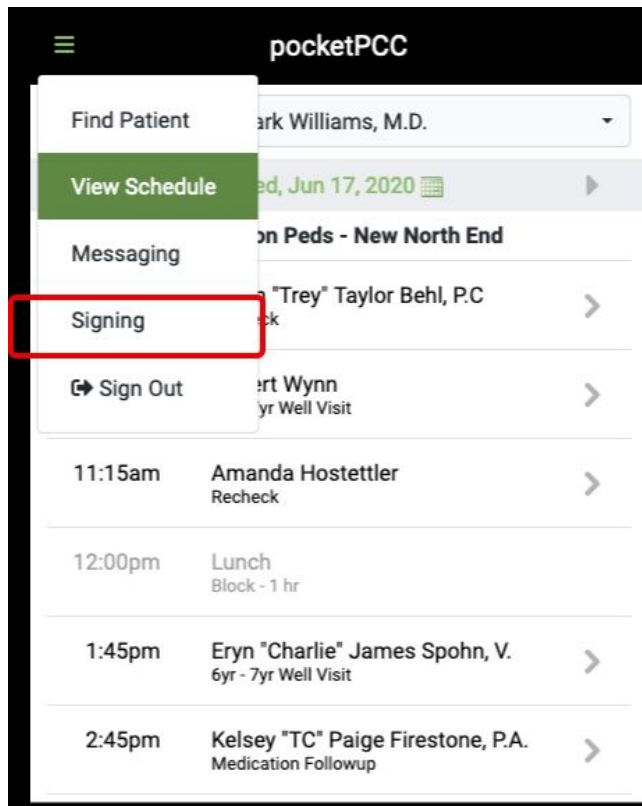


# Reporting/Dashboard Related Courses

Practice Oversight Reporting	Wednesday - 11:00AM
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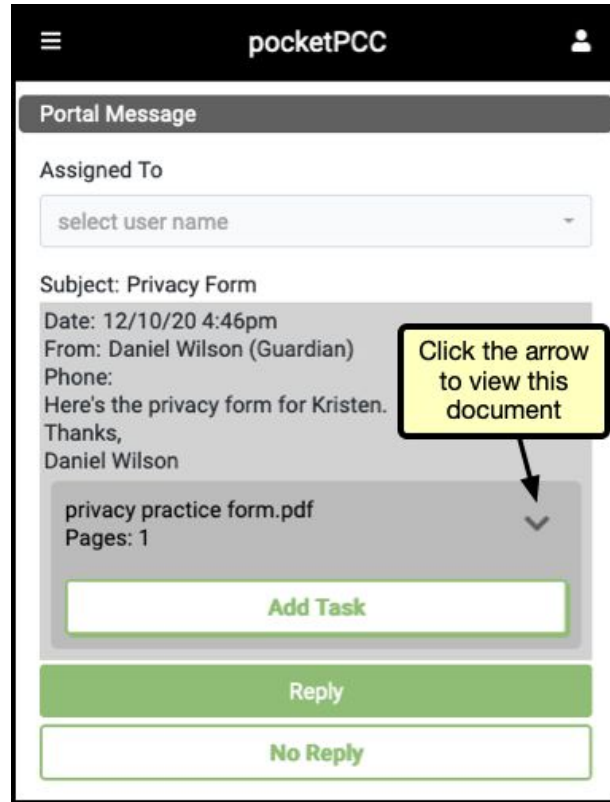
pocketPCC

## Sign Visit Chart Notes, Phone Notes, and Documents in pocketPCC

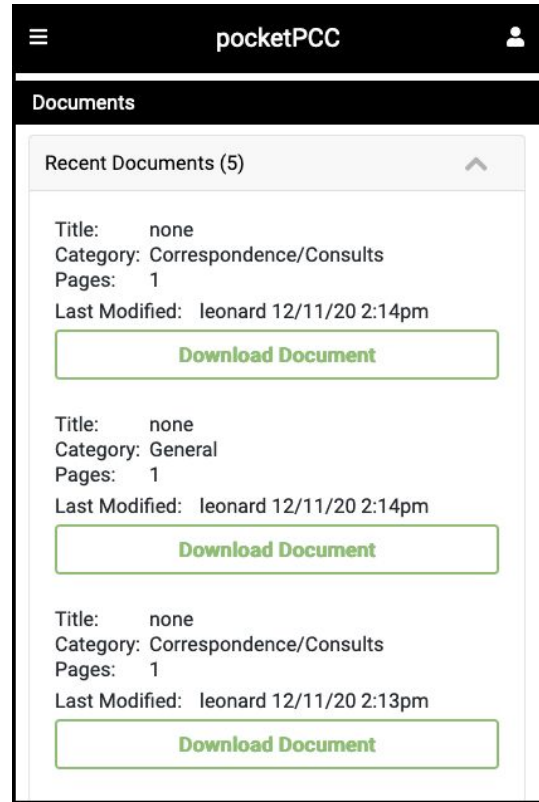




## More Easily View Portal Message Attachments in pocketPCC



## Quickly Find Recently Added Documents in pocketPCC



# Forms

## Generate Outbound Lab and Radiology Requisitions in PCC EHR

Generate Lab Requisition

Facility:

Requisition Orders

☒ GC/Chlamydia

☒ HIV

Diagnoses

☒ Z00.129 Encounter for routine child health examination without abnormal findings

☐ Z71.3 Dietary counseling and surveillance

☐ Z71.89 Other specified counseling

☐ Z68.52 Body mass index (BMI) pediatric, 5th percentile to less than 85th percentile for age

☒ Z11.3 Encounter for screening for infections with a predominantly sexual mode of transmission

Instructions

☐ STAT

☐ Call with STAT results

☐ Fasting

Additional Instructions

Cancel

Generate

## Include Information from a Specific Encounter on Patient Forms in PCC EHR

Open the visit that contains  
the information you want  
to print on a form

### 15-17 Yr Well - TLC

Courtney Horricks 17 yrs, 10 mos 9/19/02 F

Appt Time: 7/20/20 2:45pm

Arrival Time: 7/20/20 3:57pm Arrived by sgliech

Visit Reason: 17yr Well Visit

Reprint Visit Forms

Patient Age: 17 yrs, 10 mos

Location: Beagle Pediatrics - New North End

Provider: Beverly Crusher, MD

Appt Note:

#### Intake

#### Forms

select a form

EHR Form (for testing)

Encounter Vitals (for testing)

Medical Records

Race, Ethnicity, Preferred Languages

Referral/Newborn Letter

School Nurse Meds Admin

School/PE Excuse

Sports Form

Termination - Missed Appt

Transfer Form

Generate the form within  
the visit protocol

## Automatically Add Provider Signatures to Forms and Requisitions

### 15-17 Yr Well - TLC

#### Appointment Details

Visit Status: Arrived ▼

Appt Time: 7/20/20 2:45pm

Arrival Time: 7/20/20 3:57pm Arrived by sglicch

Visit Reason: 17yr Well Visit

Patient Age: 17 yrs, 10 mos

Location: Beagle Pediatrics - New North End

Provider: Beverly Crusher, MD ▼

Appt Note:

Sincerely,



Beverly Crusher, MD

The provider of service's  
signature automatically  
appears on the form

20 Winooski Downs Way

Winooski, VT 05404

Phone: 802-846-8177

# Forms Related Courses

Client Feedback Session: Form Letter Configuration	Thursday - 11:00AM
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[Questionnaires](#)[Features](#)[Telehealth](#)[SDoH](#)[More](#)[LOGIN](#)[REGISTER](#)[LOGIN HELP](#)

**Our health researchers need help from teens 13-18!**

CHADIS can virtually deliver  
patient questionnaire data for  
telehealth visits

The Complete Pre-visit  
Questionnaire Solution

Plus Process Support

[Request Demo](#)

Clinicians:  
Have a Puzzling Case or Issue?  
Join Next Case Discussion  
Every 3rd Tuesday  
May 18th  
June 15th  
12:30 - 1:30 PM EST  
[See How](#)

The most complete web-based patient data collection system for comprehensive health and mental health care for all ages. It automatically assigns, requests, collects, scores, interprets, and graphs patient data.



# Access CHADIS Questionnaires Directly through the Patient Portal

The screenshot displays a patient portal interface. At the top, there are three buttons: "Sign Out", "My Kid's Chart", and "Settings". Below these is a welcome message: "Welcome Daniel Wilson". The main content area is divided into three sections. The first section, "Patient Charts", lists four patients: Zachary "Zach" Troy Baker, Jr 11/02/15, Kent Zang 08/23/13, Pebbles Flintstone 09/04/13, and Shannon "Left" Danielle Allen, PhD 08/23/13. The second section, "CHADIS Questionnaires", contains two buttons: an orange button labeled "Kent - Start Questionnaires" and a white button labeled "CHADIS Home". The third section, "Upcoming Appointments", shows a single appointment: "Tue 09/29/20 12:42pm Zachary". Two callout boxes with arrows provide instructions: one points to the orange button with the text "Click the orange button to begin completing questionnaires for this patient's appointment", and the other points to the "CHADIS Home" button with the text "Click the CHADIS Home button to open CHADIS home page."

Sign Out My Kid's Chart Settings

Welcome Daniel Wilson

Patient Charts

Zachary "Zach" Troy Baker, Jr 11/02/15

Kent Zang 08/23/13

Pebbles Flintstone 09/04/13

Shannon "Left" Danielle Allen, PhD 08/23/13

CHADIS Questionnaires

Kent - Start Questionnaires

CHADIS Home


Upcoming Appointments

Tue 09/29/20 12:42pm Zachary

Click the orange button to begin completing questionnaires for this patient's appointment

Click the CHADIS Home button to open CHADIS home page.

## Access CHADIS Questionnaires Directly through the Patient Portal



### Questionnaires for *Kent Zang*

This is to provide important information to the professional.

The questionnaires below have been selected by your doctor for your child/patient.

After the questionnaires have been taken, the results are available to your doctor immediately. They can be discussed at your next office visit.

Please click on the questionnaire. NOTE: You must hit SEND at the end of each questionnaire.

Click "Begin" to open the questionnaire and begin filling it out

#### Pediatric Symptom Checklist for Parents

Assigned on September 24, 2020 by System API  
New

[Begin](#) [Preview](#)

#### Health Risk

Assigned on September 24, 2020 by System API  
New

[Begin](#) [Preview](#)

## Track Relationship to Patient in Patient Portal

**Patient Portal Administration**

[Add Portal User](#)  
[Manage Portal User](#)  
[Edit Portal User](#) [Delete Portal User](#) [Reset Password](#)

Portal User Name: Daniel Wilson  
Sign In: daniel@example.com  
Portal Notifications: daniel@example.com  
Balances: Personal balances not displayed

**Patients connected to this portal user**

	Name	Hide at age 18	DOB	Age	PCC #	
<a href="#">remove</a>	Andrew Wilson	<a href="#">Yes</a>	02/28/19	1y 7m	2478	<div>select a relationship Guardian Father Mother Aunt Brother Foster Child Paternal Uncle Adopted Child Aunt Brother Care giver Child Child-in-law Cousin Domestic Partner Family Member Father Foster Child Guardian Paternal Uncle</div>
<a href="#">remove</a>	Kellyn Wilson	<a href="#">Yes</a>	01/19/17	3y 8m	1255	Angela Wilson

**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.

☐ Angela Wilson

[Back](#) [Add Patients](#) [Close](#)

**Custodian**

Angela Wilson  
Mark Wilson

# CHADIS

Integrating CHADIS with your PCC EHR System: Practical Tips from Your Peers	Tuesday - 3:00PM
Everybody could use a little more Screen Time	Thursday - 3:00PM

Pilots

## Pilot: Securely Retrieve Patient Information from Hospitals and Other Practices

<b>Rudy Blanchard</b>	<b>PCC# 3313</b>
Medical Summary	
Demographics	
History	
Visit History	
Immunization History	
Flowsheets	
Growth Charts	
<b>Find Clinical Documents</b>	
Documents	
Billing History	

## Pilot: Look Up and Import Immunization Records from Your State's Registry

**Retrieve Immunizations - Results** Janis Joplin 4 yrs, 10 mos 3/01/16 F

**Vaccine History (CAIR)**

Vaccine	Date 1	Date 2
DTaP-HepB-IPV	05/01/2016	07/01/2016
Hib-PRP-T	05/01/2016	07/01/2016
PCV13	05/01/2016	07/01/2016

**Diseases (CAIR)**

No vaccine-preventable diseases reported for this patient

**Forecasting Results (CAIR)**

Vaccine Family	Dose #	Recommended Date	Minimum Date	Past Due Date	Maximum Date
DTP/aP	3rd	09/01/2016 (6m)	07/29/2016		
HepA	1st	03/01/2017 (1y)	03/01/2017		
HepB	3rd	09/01/2016 (6m)	08/26/2016		
Hib	4th	03/01/2017 (1y)	03/01/2017		
Influenza-seasnl	1st	08/01/2020 (4y 5m)	09/01/2019		
MMR	0th	03/01/2017 (1y)	03/01/2017		
PneumoConjugate	4th	03/01/2017 (1y)	03/01/2017		
Polio	4th	03/01/2020 (4y)	03/01/2020		
Varicella	1st	03/01/2017 (1y)	03/01/2017		

**Annotations:**

- Black dates already appear in the patient's Immunization History in PCC EHR
- Orange dates are not yet in the patient's PCC EHR record and can be imported in the next screen
- The registry sends diseases and forecasting results if that information is available

**Buttons:** Back, Close, Next

# eRx

## Add New Med [\(start over\)](#)

ATOMOXETINE (STRATTERA) 

☐ Instruction Only

Qty: 1 to 18 mg capsule ▼

PO ▼ (show all routes) every morning ▼ (show all frequencies) ☐ PRN

Wt-based Dosing: (Weight kg )

Adjustments:



### Prescription:

Days Supply: 30 ☐ DAW

Dispense: 30 Capsule ▼

Number of Refills: ☐ PRN

Date to Fill:

Prevent Renewal Requests: ☐

Follow up provider:

Formulary Support:  
Brand, Rx, Unknown  
[click to view full formulary details](#)

### Instructions to Patient:

### Comments to Pharmacy:

### Internal Note:

Duration: for

Indications:  Tip: Use multiple terms to refine your search

Most Common Indications:

- [attention-deficit hyperactivity disorder](#)

Start Date: 03/22/2021  Stop Date: 04/20/2021  ☐ Use stop date

**MELANIE MASON**  
Female, DOB 03/09/2014  
123 Main street  
Brattleboro, VT 05301  
Phone (802) 555-0166

**MORGAN ELLIXSON-BOYEA**  
Lake Champlain Pediatrics  
20 Winooski Falls Up  
Winooski city Uptown, VT 05404  
Phone (800) 722-2198  
DEA # MT7389124

**Friendly Pharmacy**  
3712 G Lawndale Dr  
Greensboro, NC 27455  
Fax (336) 763-0693  
Phone (336) 790-7343  
accepts EPCS

**atomoxetine 18 mg capsule (Strattera)**  
18 milligrams By Mouth every morning  
30 Capsule, 0 Refills  
Days Supply: 30  
Written Date: 03/22/2021

eRx ▼

Process Now

Add to Favorites

Cancel

Save




# eRx Related Courses

What's Next for PCC eRx	Wednesday - 11:00AM
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# Other Clinical Improvements

# Record Sexual Orientation and Gender Identity in a Patient's Chart

 PCC EHR

**Matilda Mouse** PCC# 3382

**Medical Summary**

Recent and Upcoming Appts

Reminders

Problem List

Outstanding Tasks

Appointment History

Family Medical History

PCC eRx Allergies

Medication History

Confidential Notes

**Gender Identity**

Sexual Orientation

Demographics

History

PCC eRx

**Medical Summary** **Matilda Mouse** 13 years 9/21/07 F

Condition	Relationship	Note
Asthma	Father	

**PCC eRx Allergies** Last Modified N/A Display: All Statuses

Status	Allergen	Reaction	Severity	Sensitivity Type	Onset	Resolved
Allergy List not yet reviewed						

**Medication History** Last Modified N/A Display: All Statuses

Status	Medication	Instructions	Start	Stop
Medication History not yet reviewed				

**Confidential Notes** No Saved Notes

**Gender Identity** Modified 10/05/20

Privacy Status: Private

Gender Identity: Male (Identifies as Male)

Preferred Name: Matt


Pronouns: He/Him/His

Notes:

The Gender Identity component appears on the Medical Summary by default

**Sexual Orientation** No Saved Notes

# Review Medications and eRx Allergies While Charting in PCC EHR

 PCC EHR

FIND

Pebbles Flintstone PCC# 3336

Medical Summary

Demographics

History

PCC eRx

Visit: 07/21/20

Sick - Bright Futures

Appointment Details

Intake

History

Review of Systems

Social/Family History

Physical Exam

Diagnoses

PCC eRx Allergies

Sick - Bright Futures

Pebbles Flintstone 10 yrs, 1 mo 6/19/10 F

PCC eRx Allergies (Chart-wide) Last Modified by Mark Williams, M.D. 07/21/20 12:03pm

Display: All Statuses

Status	Allergen	Reaction	Severity	Sensitivity Type	Onset	Resolved
Active	Penicillins	Hives and Facial Swelling	Moderate	Allergy	07/01/20	

Mark as Reviewed

Last reviewed eRx Allergies appears in the Visit History

Medication History (Chart-wide) Last Modified by Mark Williams, M.D. 07/21/20 12:08pm

Display: All Statuses

Status	Medication	Instructions	Start	Stop
Inactive	PENICILLIN VK SUSPENSION 125 mg/5 mL Recon Soln	10 mL PO twice daily; for 10 days	06/29/20	07/09/20

Mark as Reviewed

Last reviewed Medication History appears in the Visit History

Lab

Order

Rapid Strep

Order

Urine dipstick

Order

CBC

Order

select a lab

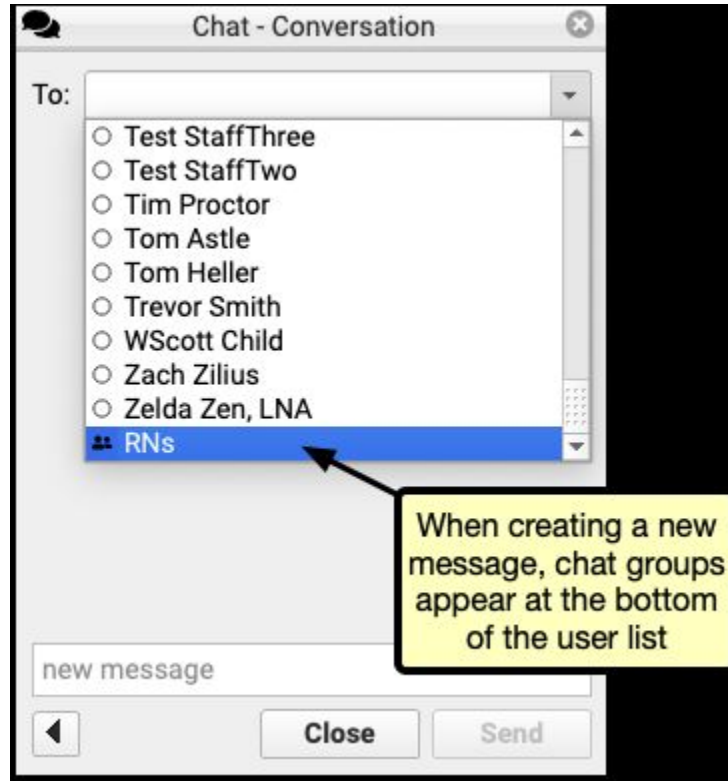
Generate Requisition

The screenshot shows the PCC EHR application window. The menu bar includes File, Edit, Reports, Tools, Configuration, Window, and Help. Below the menu bar are several tabs: Schedule (23), Visit Tasks (99+), E-lab Results (40), Rx Queue (0), Messaging (40), and Signing (99+). On the left side, there is a search box labeled "PCC EHR" with a dropdown arrow and a "FIND" button. In the center, a red rectangle highlights a search input field with a magnifying glass icon next to it. Below this, a table displays a list of tasks:

Due	Patient	Subject	Task	To	Docs	Billing Status	Signed
07/06/20	Weaver, Jacob	Phone ...	None	Joan Abbott, NP			
07/06/20	Weaver, Jacob	Phone ...	Call Back Needed				
07/06/20	Jewell, Tevyn	Phone ...	Referral Needed	Anita Sharp			

Billing StatusSigned

## Chat With Groups in Your Office



## See if a Patient or Family Member Read Your Patient Portal Message

**Portal Messages**

Subject: Please call the office

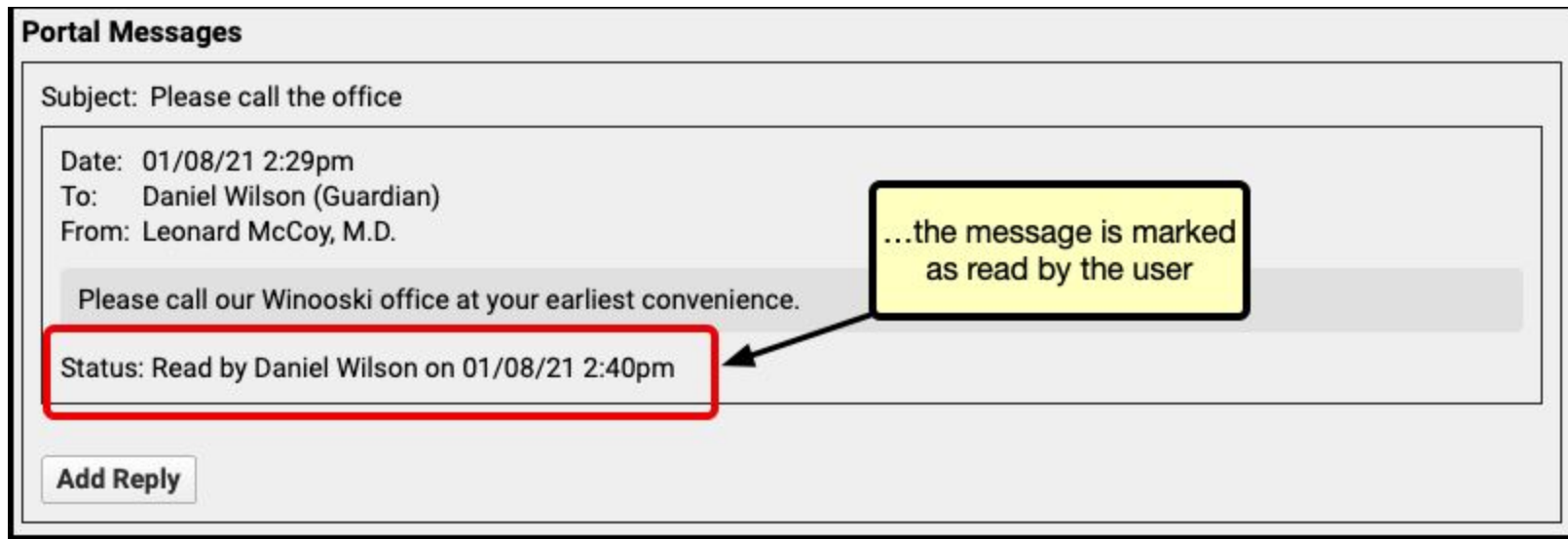
Date: 01/08/21 2:29pm  
To: Daniel Wilson (Guardian)  
From: Leonard McCoy, M.D.

Please call our Winooski office at your earliest convenience.

Status: Read by Daniel Wilson on 01/08/21 2:40pm

Add Reply

...the message is marked as read by the user

A screenshot of a patient portal interface. At the top, a header bar contains the text 'Portal Messages'. Below this, a message card is displayed. The card has a light gray background and a thin border. It contains the following text: 'Subject: Please call the office', 'Date: 01/08/21 2:29pm', 'To: Daniel Wilson (Guardian)', and 'From: Leonard McCoy, M.D.'. Below the header information, the message body reads 'Please call our Winooski office at your earliest convenience.' At the bottom of the message card, a status bar is highlighted with a red border and contains the text 'Status: Read by Daniel Wilson on 01/08/21 2:40pm'. To the right of the message card, a yellow callout box with a black border contains the text '...the message is marked as read by the user'. An arrow points from this callout box to the status bar. At the bottom left of the message card, there is a button labeled 'Add Reply'.

Optimizing PCC EHR:  
Workflow and Configuration  
Improvements You Can use  
Today

Tuesday - 4:00PM






## Training Guides for New PCC Users

<https://learn.pcc.com/training/>

### Training Outlines by Role

Use the outlines below to explore different workflows specific to different roles at a pediatric practice.

-  [New User Training for Front Desk Staff](#)
-  [New User Training for Clinicians](#)
-  [New User Training for Billers](#)

...and everything else.

Miss any of the 2021 UC events?

Check out Socio for recordings of previous events.

**Enjoy the rest of UC 2021!**