

What's New 2022

Scott Ploof, Brian Kennedy, Jim Leahy, Lynne Gratton, Morgan Ellixson Boyea, Jen Marsala, Lewis Holcroft, Tim Proctor, Bryan LeMoine



Systems/Release Coordination

Scott Ploof



Release and Release QA Coordination

Four Releases Since UC 2021

9.0 - August 2021

9.1 - October 2021

9.2 - December 2021

9.3 - March 2022



Patching - Updates Between Releases

ICD10, Snomed, etc..

Vaccination Updates - CDC



Performance Monitoring

Chart Open Time Improvements



Supporting YOU to Ensure Your Success

Bryan LeMoine and Tim Proctor



Support Stats Since July 2021

- 18,270 support tickets closed
- 10,400 completed phone calls



Rapid Response Team

Personalized, attentive, and responsive support

Team Members: **Ryan Brown, Brendan Genna,** Carrie Gillander, **Stephen Moore, Jack Roberts, Jake Styles,** Michael Tutt

* Bold team members are new since UC 2019



Client Advocate Team

Proactive support and outreach with the goal being to improve your clinical and financial performance

Team Members: **Erin Auer**, Sharon Lourenco B, Kathy Cotter, **Lee Gaboriault**, **Sabina Hasanovich**, Jim Smith, **Kelsey Taveras**, Kate Taylor

* Bold team members are new since UC 2019



Technical Solutions Team

Dedicated hardware and network support

Team Members: **Tom Anderson**, Jim Frei,
Tom Heller, Trevor Smith

* Bold team members are new since UC 2019



Training and Beta Coordination

Curating training quality, outcomes, consistency, and materials for PCC staff and clients

Team Member: Bryan LeMoine



Form Configuration in PCC EHR

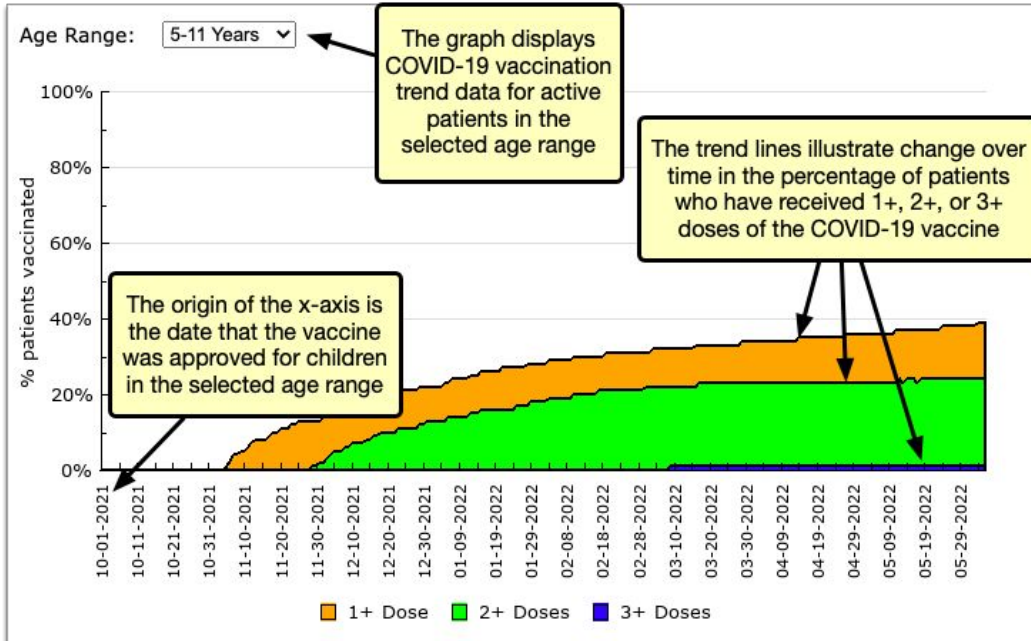
A new Forms Configuration tool was piloted by about 35 practices since Fall 2021

Development Team Members: Dan Gillette,
Bastien Gliech, Tamsin Laflam, Sarah Gliech,
Tim Proctor, **Kayla Robinson**

* Bold team members are new since UC 2019



COVID-19 Vaccine Rate Trends



You can now review COVID vaccination trends among your active patients



Report Library Enhancements

- Performance enhancements with the 9.2 release in December 2021



UC Course References

Financial Oversight Reporting - Thu 1:15pm

Clinical Oversight Reporting - Thu 2:30pm

Forms with Benefits - Friday 10:15am

Patient Recall Strategies - Friday 1:15pm



Getting Clients Paid

Brian Kennedy



What's New

EHR Payment Tool

Eligibility Improvements

Downcoding Clarity

2022 ICD-10 Update



What's New

Location Subparts

2022 Telemedicine POS

Financial Interfaces

Good Faith Estimates and Provider Relief Fund
reporting



What's New

Monthly Billing Drop In!

Live billing drop in on Friday at 1:15 pm!



UC Course References

2022 Coding Updates - Today 11:10 am

Billing and Payment Workflows - Thu 2:30 pm

Billing Workflow Roundtable - Thu 3:45 pm

PCMH for Patients with Special Healthcare Needs -
Fri 10:15 am



Care for Patients Team

Jim Leahy



What We Do

Pediatric-Friendly
Software

Meaningful
Interactions
Between Practices
& Patients

Simplifying
Processes & Tools

Patient
Engagement

Training & Support



Who We Are

Product Development

- Erica Greenwood (Designer)
- Aaron Hurwitz (Designer) *
- Will Devitt (Developer) *
- Jason Dolan (Developer)
- Chris Gile (Developer)
- Althea Beagley (QA) *
- Daniel Worthing (Documentation)
- Amanda Smith (Business Analyst)

Implementation & Support

- Sasha Pavlovic (Implementation Specialist)
- Allison Lamay (Application Specialist)
- Sarah Bunning (Application Specialist) *
- Scarlett Stone (Application Specialist) *
- Jen Merriman (Implementation Ops)
- Jim Leahy (Support Ops)

Team Leads

- Amanda Smith
- Jen Merriman
- Jim Leahy

* = New to the Care for Patients team since last UC



Other Additions to the Crew



Vulpecula (Puck)

What's New Since Last UC?



CHADIS Results Integration



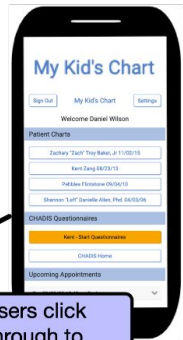
PCC EHR

Patient and respondent data, appointment ID information, and a request for appropriate questionnaires is sent to CHADIS

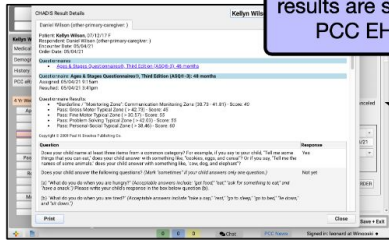


CHADIS generates questionnaires based on visit type and makes them available to the patient's CHADIS account

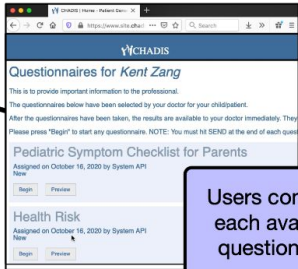
CHADIS notifications are sent via Patient Portal



Users click through to CHADIS from Patient Portal



Questionnaire results are sent to PCC EHR



Users complete each available questionnaire



CHADIS Results Integration

Since July of 2021, 64 PCC practices have started using PCC's CHADIS interface.

- PCC practices have received over **450,000** completed CHADIS questionnaires via the interface
- This represented questionnaires completed for more than **200,000** patient visits



Want to Learn More?

Get the most out of the CHADIS and PCC EHR integration

Sasha Pavlovic & Sarah Bunning

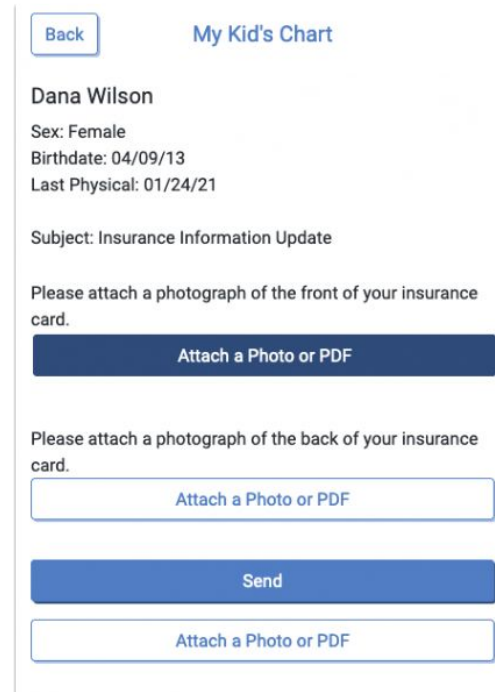
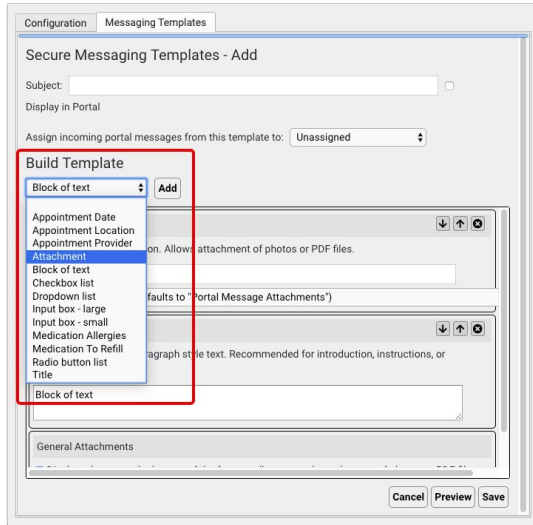
Wed 1:15 pm - 2:15 pm

Emerald II



Patient Portal

Request an attachment in Portal message templates




Patient Portal

Notify portal users when a document has been shared

Kellyn Wilson 3 yrs, 8 mos 11/17/17 F

Preview



Tags

Title
Patient Discharge

Category
Forms

Attach Document
select a visit, phone note, etc...

File as Unattached Document
Document Date: 08/04/21
 Display in the Visit History Index



Needs to be Signed by Provider:
select a provider

Display in Portal Documents
Document will be visible to all portal users attached to the patient.


0001S1200907... 07/30/21 11:21am

Print Rotate Document Full Screen Cancel Save



Close Reply Reply to All Forward Delete Spam   Actions

New Document From ehrdoc

 From: "PCC Pediatric Test Associates"
To: "daniel"

Dear Daniel,

PCC Pediatric Test Associates has shared a new document with you. To access the document visit your patient portal at <https://ehrdoc.pcc.com/portal>.

If you have any questions about accessing the patient portal or about the information displayed there, please call our office at (800)

Thank you,
PCC Pediatric Test Associates



Patient Portal

Print a lab report from the Patient Portal

The screenshot displays a patient portal interface for Jose M. Wilson. It includes a 'My Kid's Chart' header, patient demographics (Sex: Male, Birthdate: 07/07/17, Last Physical: 07/27/21), a visit summary for 09/30/21 by Mark Williams, M.D., and a 'Documents' section. The 'Labs' section is highlighted with a red box and contains a COVID-19 antigen test result. The result shows a 'Normal' interpretation and a 'Negative' result. A 'Download Lab Order' button is visible below the result. To the right of the lab report is a growth chart showing weight and stature over time, with the source cited as the World Health Organization.

[Back](#) **My Kid's Chart**

Jose M. Wilson
Sex: Male
Birthdate: 07/07/17
Last Physical: 07/27/21

Visit Summary for 09/30/21
Mark Williams, M.D.
Burlington Peds - New North End
Sick - Bright Futures

Documents

None

Labs

COVID ANTIGEN (In Office)

SARS-CoV+SARS-CoV-2 (COVID-19) Ag [Presence] in Respiratory specimen by Rapid immunoassay
Interpretation: **Normal**
Result: Negative
Reference range: Negative

[Download Lab Order](#)

Labs

12/03/21 (1 lab) ^

COVID ANTIGEN (In Office)

SARS-CoV+SARS-CoV-2 (COVID-19) Ag [Presence] in Respiratory specimen by Rapid immunoassay
Interpretation: **Normal**
Result: Negative
Reference range: Negative

[Download Lab Order](#)

Weight (kg) 25 20 15 10 5
Stature (cm) 65 70 75 80 85 90 95 100 105 110 115 120
Source: World Health Organization



Patient Portal

Print a lab report from the Patient Portal

PCC Pediatric Test Associates
(800) 722-7708
20 Winooski Falls Way
Suite 7
Winooski, VT 05404-2228

Jose Wilson

DOB (Age): 07/07/17 (4y 4m)
Sex: Male
Patient ID: 2940

Lab Order Details

COVID ANTIGEN (In Office), Completed

Order Date: 12/03/21
Ordering Provider: Mark Williams, M.D.
Lab Facility: PCC Pediatric Test Associates (Doctor's Office)
20 Winooski Falls Way
Suite 7
Winooski, VT 05404

Lab Results

COVID ANTIGEN (In Office)
SARS-CoV-2 SARS-CoV-2 (COVID-19) Ag [Presence] in Respiratory specimen by Rapid Immunoassay
Interpretation: **Normal**
Result: Negative
Reference range: Negative



Patient Education

Access the updated AAP Pediatric Patient Education site

The screenshot shows the AAP Pediatric Patient Education website interface. At the top, there is a header with the text "Patient Education" on the left and patient information "Abigail Addington 9 yrs, 11 mos 11/30/11 F" on the right. Below the header is a search bar with the placeholder text "select a patient's problem, diagnosis, medication, or lab test". A callout box points to this search bar with the text "Search by this patient's diagnoses, medications, or labs".

The main content area features a navigation bar with "AAP Publications" on the left and a search bar with "Search..." in the center. To the right of the search bar are links for "Pediatric Patient Education", "Advanced Search", "Well-Child Visit Handouts", "Handouts By Collection", "Handouts By Language", "News", and "Subscribe". A callout box points to the "Well-Child Visit Handouts" link with the text "Search by any text or browse by collection".

The main content area displays the "Well-Child Visit Handouts" section. It includes a description: "Parent and patient handouts from the *Bright Futures Tool and Resource Kit*, 2nd Edition... key information for health supervision care from infancy through adolescence. Bright Futures is a national health care promotion and disease prevention initiative that uses a developmentally based approach to address children's health care needs in the context of family and community." Below the description is the "Bright Futures" logo with the tagline "prevention and health promotion for infants, children, adolescents, and their families".

Under the logo, there are two sections of handouts:

- Parent Handouts**
 - Bright Futures Parent Handout: First Week Visit (3 to 5 Days)
 - English PDF | Spanish PDF
 - Bright Futures Parent Handout: 1 Month Visit
 - English PDF | Spanish PDF



Other UC Course References

How To Maximize Your Preventive Care Clinical and Financial Workflow

Hiral Lavania, MD & Jim Leahy

Wed 2:30 pm - 4:45 pm

Diamond

What's Next?

Wed 8:45 am-10:15 am

Emerald III

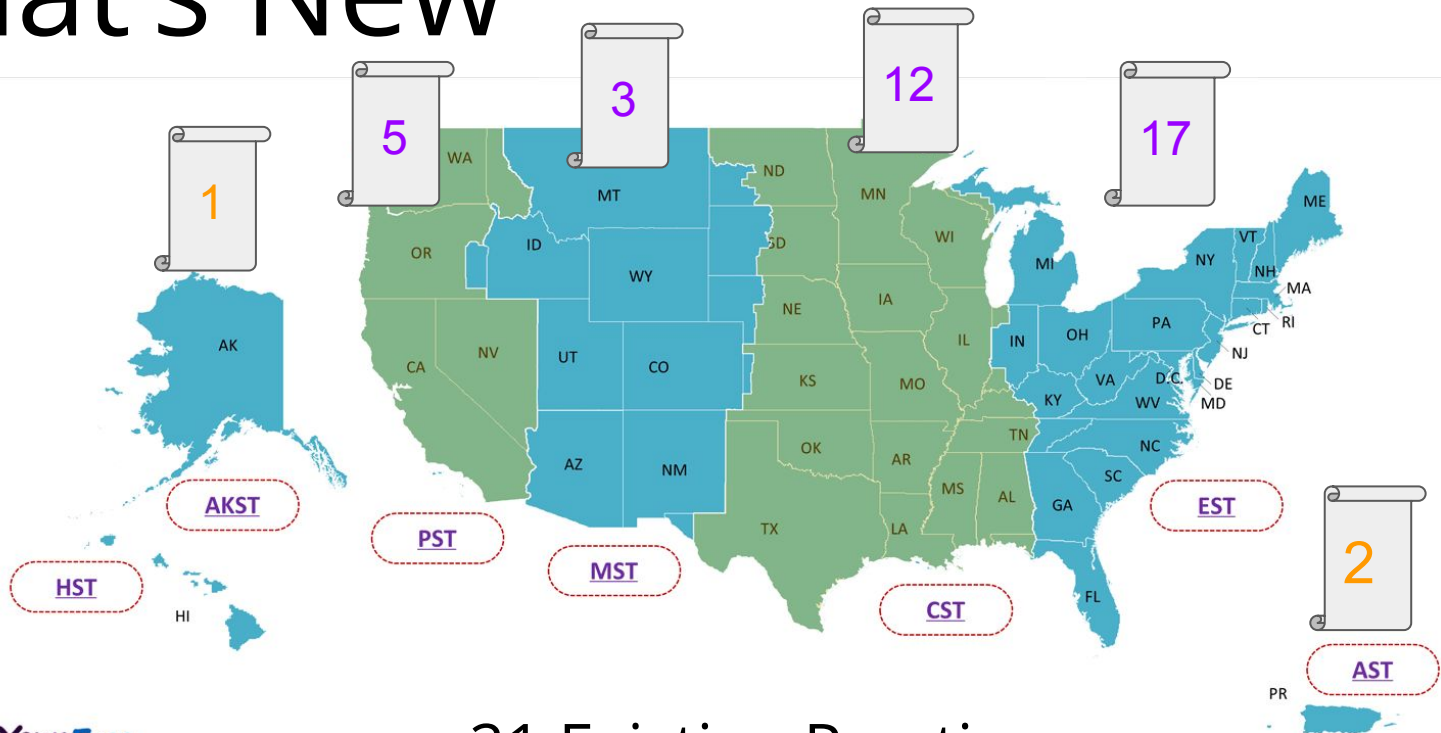


Adopt PCC Team

Lynne Gratton



What's New



21 Existing Practices
19 Startups



New Staff

Implementation Specialists: Dario, Nicole, & Jeff

Technical Specialist: Melissa

Data Conversion Specialist: Rick



Future New Staff?

Beckett and Cooper Smith



UC Course References

Links

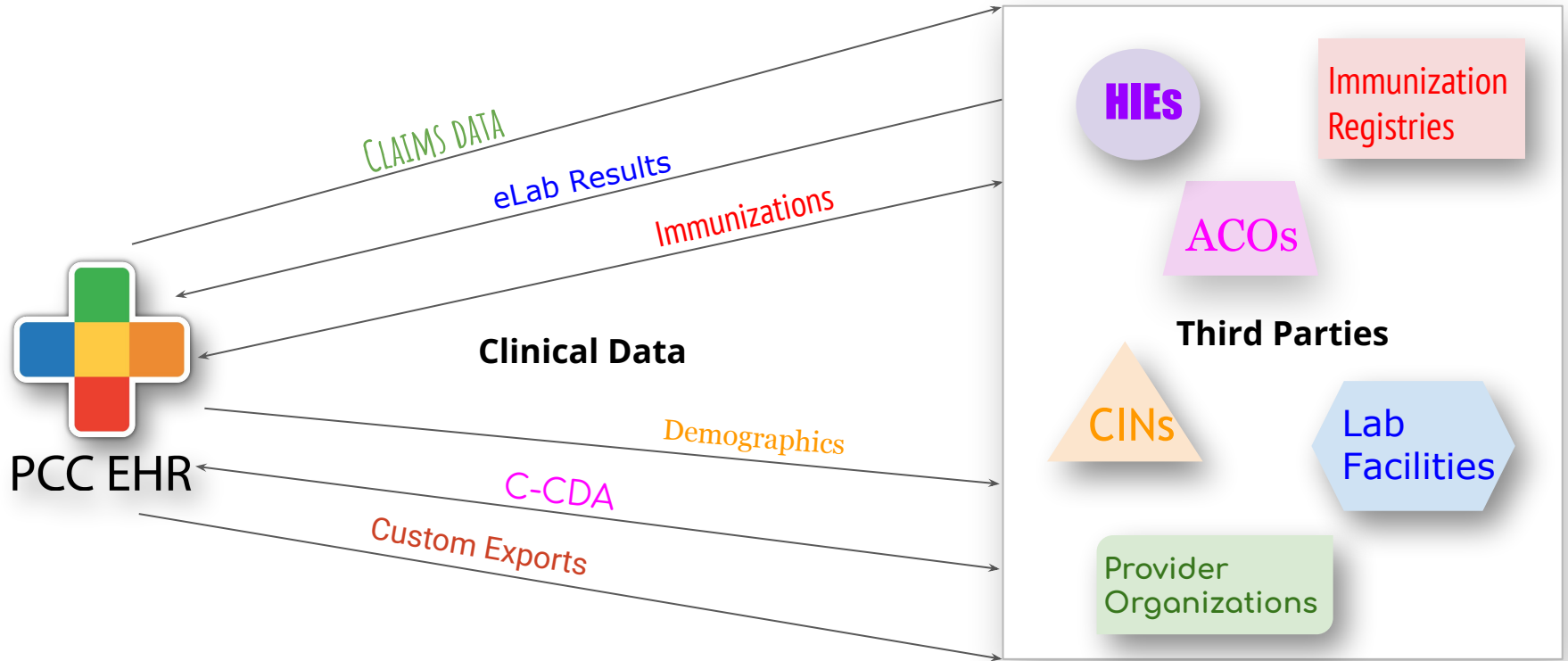


Clinical Data Exchange

Morgan Ellixson Boyea
Jen Marsala



Clinical Data Exchange: *Building Connections*



Newest Interoperability Connections



Since the last User's Conference....

12

C-CDA
Integrations

39

eRx
Implementations

17

Demographics
Feeds

7

Lab Facility
Connections

9

Immunization Registry
Connections

59

eLab
Implementations

31

Submission Interfaces

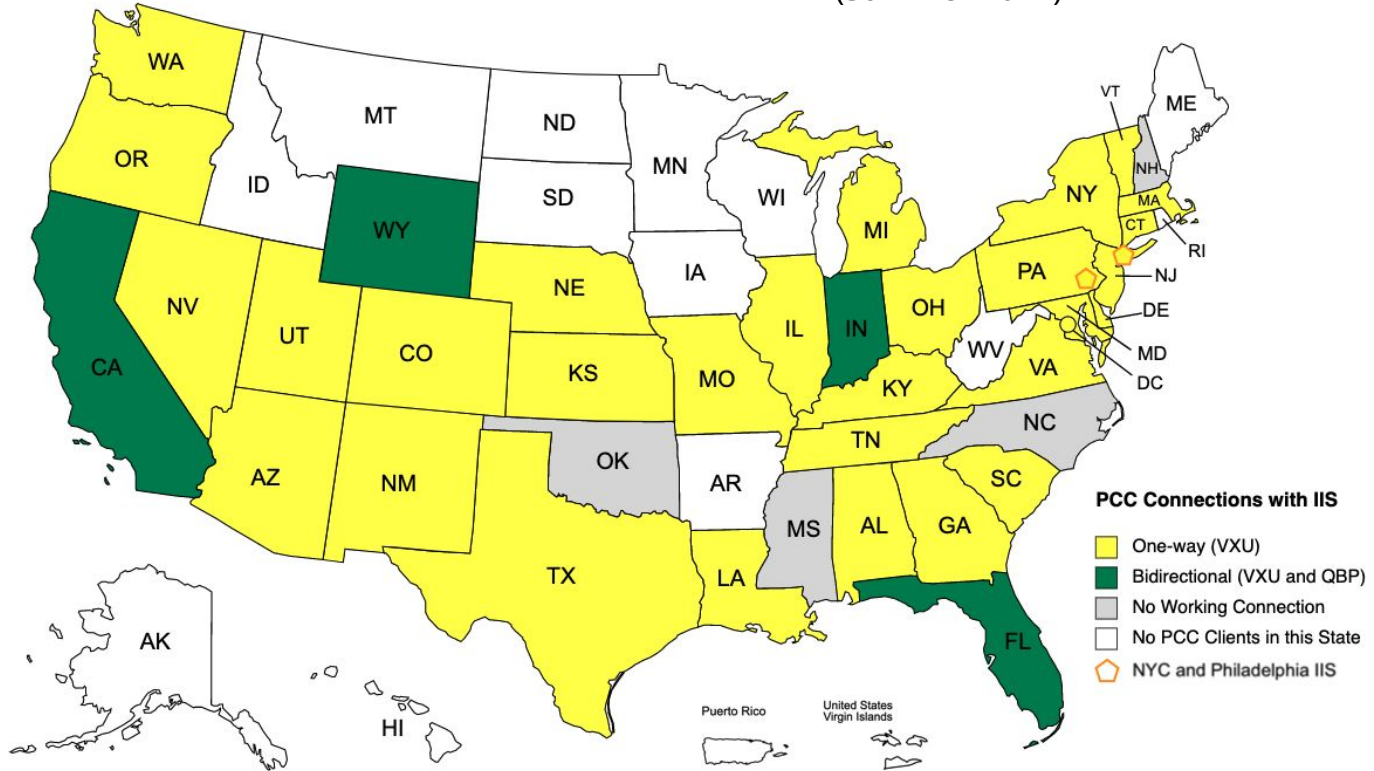
46

Bidirectional Interfaces



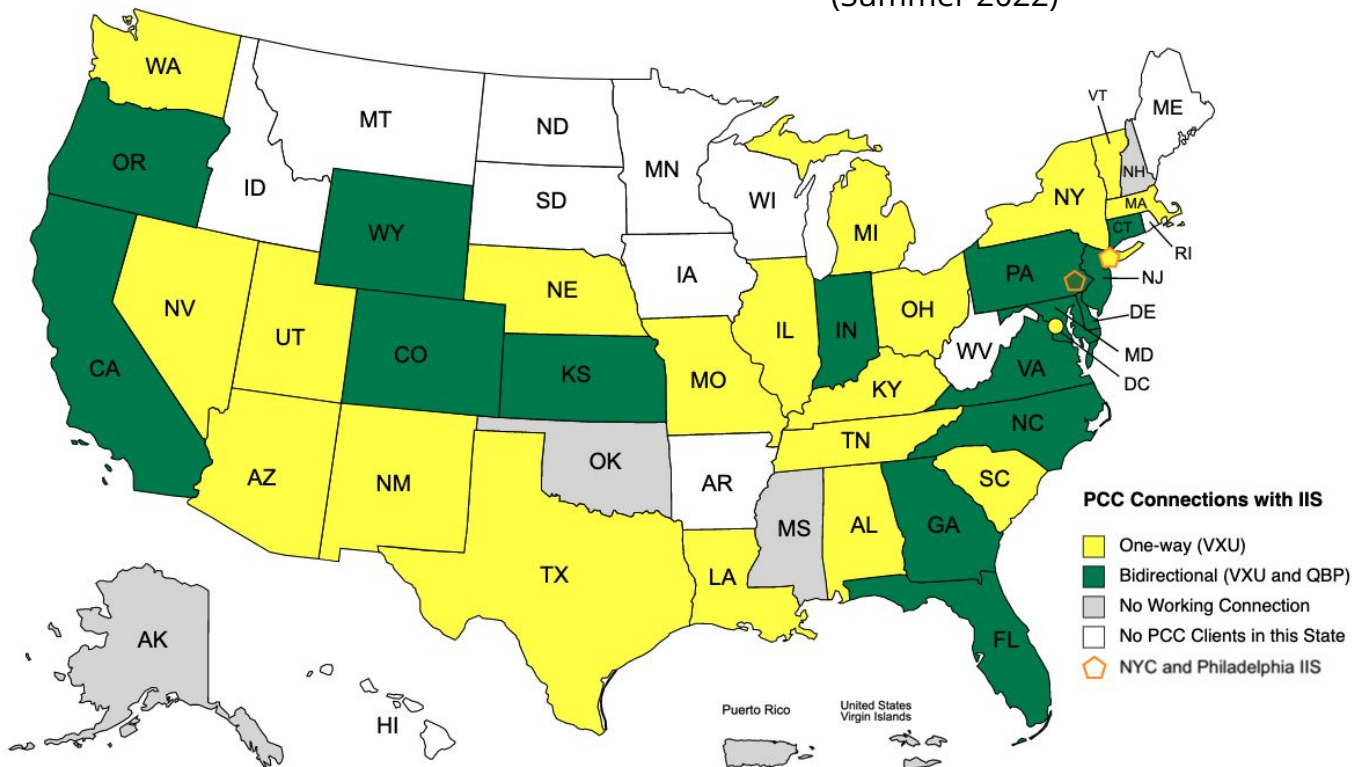
Immunization Registry Connections

THEN
(Summer 2021)



Immunization Registry Connections

NOW
(Summer 2022)



What's New for PCC eRx?



PCC eRx: Access to Favorites in a drop-down list

Prescribe

Favorites:

+ Adderall
5 mg tablet
30 Tablet(s)

+ Ciprofloxacin
250 mg tablet
6 Tablet(s)

+ Famotidine
10 mg tablet
30 Tablet(s)

Adderall 1 tablet(s) PO every day, 5 mg tablet, 30 Tablet(s), 0 refills 3 month supply

Adderall 1 tablet(s) PO every day, 5 mg tablet, 30 Tablet(s), 0 refills

Ciprofloxacin 1 tablet(s) PO twice daily; for 3 days, 250 mg tablet, 6 Tablet(s), 0 refills

Concerta 1 tablet(s) PO every day, 18 mg tablet extended release 24hr, 30 Tablet(s), 0 refills 3 month supply

Elidel 1 application Topical twice daily; for 14 days, 1 % cream, 1 x 100 gram tube, 0 refills

Famotidine 1 tablet(s) PO every day at bedtime, 10 mg tablet, 30 Tablet(s), 0 refills

Flovent 1 puff(s) Inhalation twice daily, 110 mcg/actuation HFA aerosol inhaler, 1 x 120 inhalation aerosol with adapter, 0 refills

Focalin XR 1 capsule(s) PO every day, 5 mg capsule, ER biphasic 50-50, 30 Capsule(s), 0 refills 3 month supply

Focalin XR 1 capsule(s) PO every morning, 5 mg capsule, ER biphasic 50-50, 30 Capsule(s), 0 refills 3 month supply

Add New Medication

Search Type: Quick Rx Full Product Search Identify Medication


Add Medication:

Add to Favorites Cancel Save




PCC eRx: Ability to add Favorites on the fly

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 <input type="checkbox"/> DAW	Formulary Support: Brand, Rx, Unknown click to view full formulary details
Dispense: 30 Capsule	
Number of Refills: <input type="text"/> <input type="checkbox"/> PRN	
Date to Fill: <input type="text"/>	
Prevent Renewal Requests: <input type="checkbox"/>	
Follow up provider: <input type="text"/>	

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



PCC eRx: Generate and send 3 month supply of CII's

Add New Med (start over)

METHYLPHENIDATE (CONCERTA EXTENDED RELEASE 24 HOUR TABLET)  Instruction Only

Qty: to

PRN

Prescription:

Days Supply: DAW

Dispense:

Number of Refills: PRN

Create 3 month supply

Date to Fill #1:

Date to Fill #2:

Date to Fill #3:

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:

Stop Date: Use stop date

GWENIVERE GALLAGHER
Female, DOB 05/25/2004
2165 Trappe Rd Apt B
Montpelier, VT 05602
Phone (802) 555-0149

MORGAN ELLIXSON-BOYEA
Lake Champlain Pediatrics
20 Winooski Falls Up
Winooski city Uptown, VT 05404
Phone (800) 722-2198
DEA # MT2545498

Friendly Pharmacy
223A W 231st St
Bronx, NY 104635301
Fax (718) 884-2904
Phone (718) 884-2908
accepts EPCS

methylphenidate ER 27 mg tablet,extended release 24 hr (Concerta)
27 milligrams By Mouth every morning
30 Tablet, 0 Refills
Days Supply: 30
Written Date: 03/24/2021
Date to fill #1: 03/24/2021
Date to fill #2: 04/23/2021
Date to fill #3: 05/23/2021





























eRx



PCC eRx: Easily discontinue individual entries in Medication Hx

Medication History Last reviewed by MORGAN ELLIXSON-BOYEY on 03/23/2021 19:25:04

Group By: Indication Class Generic med name None Display: Active Only Active & Inactive

	Medication	Instructions	Source
   	ALBUTEROL (PROAIR HFA 90 MCG/ACTUATION AEROSOL) 90 mcg/actuation HFA aerosol inhaler	1-2 PUFF(S) INHALATION EVERY 4 HOURS PRN shortness of breath or wheezing <i>Indications: shortness of breath or wheezing</i>	PCC eRx
   	ATOMOXETINE (STRATTERA) 18 mg capsule	2 CAPSULE(S) PO EVERY DAY	PCC eRx
   	HYDROCORTISONE 2.5 % CREAM 2.5 % cream	1 APPLICATION TOPICAL TWICE DAILY; for 7 DAYS	PCC eRx
   	METHYLPHENIDATE (CONCERTA EXTENDED RELEASE 24 HOUR TABLET) 18 mg tablet extended release 24hr	1 TABLET(S) PO EVERY DAY	PCC eRx
   	METHYLPHENIDATE (CONCERTA EXTENDED RELEASE 24 HOUR TABLET) 18 mg tablet extended release 24hr	1 TABLET(S) PO EVERY DAY	PCC eRx
   	METHYLPHENIDATE (CONCERTA EXTENDED RELEASE 24 HOUR TABLET) 18 mg tablet extended release 24hr	1 TABLET(S) PO EVERY DAY	PCC eRx
   	NAPROXEN 375 mg tablet	1 TABLET(S) PO 3 TIMES DAILY	PCC eRx

Medication History Comments:
No comments entered

Patient takes no Meds Med Hx is unknown or incomplete



What's Next for PCC eRx Session

Friday July 22nd
10:15am ET - Amphitheater



Information Technology Services

Lewis Holcroft



What's New

Since 2021

- Regular Operating System updates. These occur within 2 weeks of the PCC EHR release
- Centralized Network Management
- Centralized Firewall Management



What's New

Industry Driven Change

- Security (Cyber Insurance, PCI Compliance, etc.)
- Voice Over IP Phones (VoIP)
- Managed Service Providers (MSP's)



Wrap Up

Scott Ploof



Wrap Up

- learn.pcc.com
- What's Next! Tomorrow!
- Wishing Well



Later Viewing

This and all other UC2022 course recordings will be available for later viewing through Socio and [PCC's YouTube Channel](#)

