What’s New 2022

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

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Systems/Release Coordination

Scott Ploof

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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

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Patching - Updates Between Releases

ICD10, Snomed, etc..

Vaccination Updates - CDC

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Performance Monitoring

Chart Open Time Improvements

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Supporting YOU to Ensure Your Success

Bryan LeMoine and Tim Proctor

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Support Stats Since July 2021

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

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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

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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

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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

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Training and Beta Coordination

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

Team Member: Bryan LeMoine

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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

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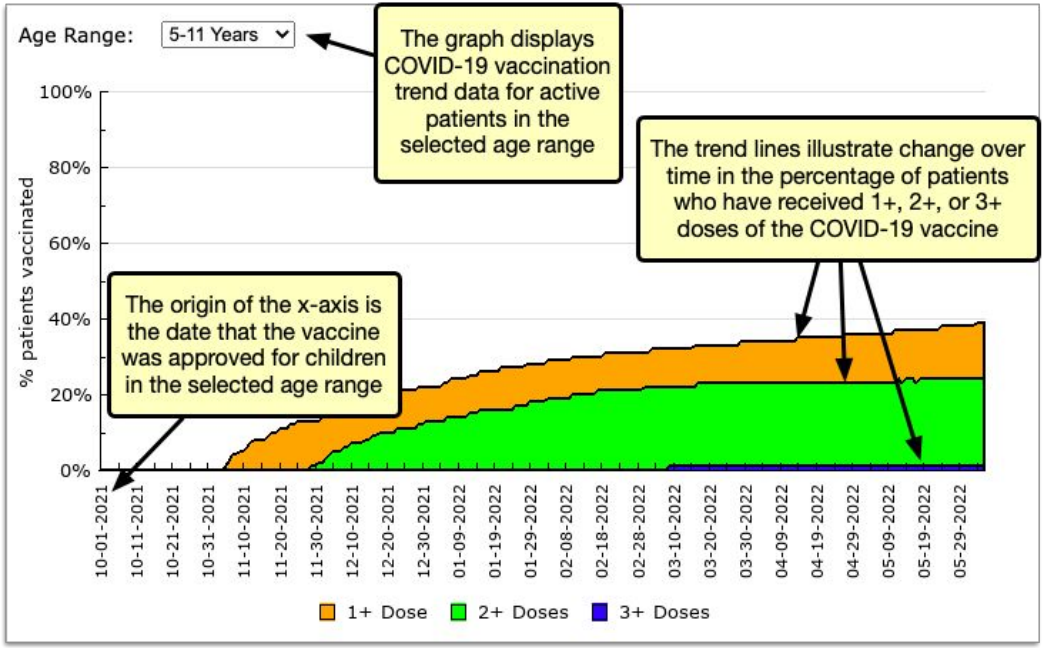
COVID-19 Vaccine Rate Trends



You can now review COVID vaccination trends among your active patients

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Report Library Enhancements

- Performance enhancements with the 9.2 release in December 2021

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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

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Getting Clients Paid

Brian Kennedy

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What's New

EHR Payment Tool

Eligibility Improvements

Downcoding Clarity

2022 ICD-10 Update

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What's New

Location Subparts

2022 Telemedicine POS

Financial Interfaces

Good Faith Estimates and Provider Relief Fund reporting

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What's New

Monthly Billing Drop In!

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

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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

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Care for Patients Team

Jim Leahy

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What We Do

Pediatric-Friendly Software

Meaningful Interactions Between Practices & Patients

Simplifying Processes & Tools

Patient Engagement

Training & Support

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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

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Other Additions to the Crew

Vulpecula (Puck)

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What's New Since Last UC?

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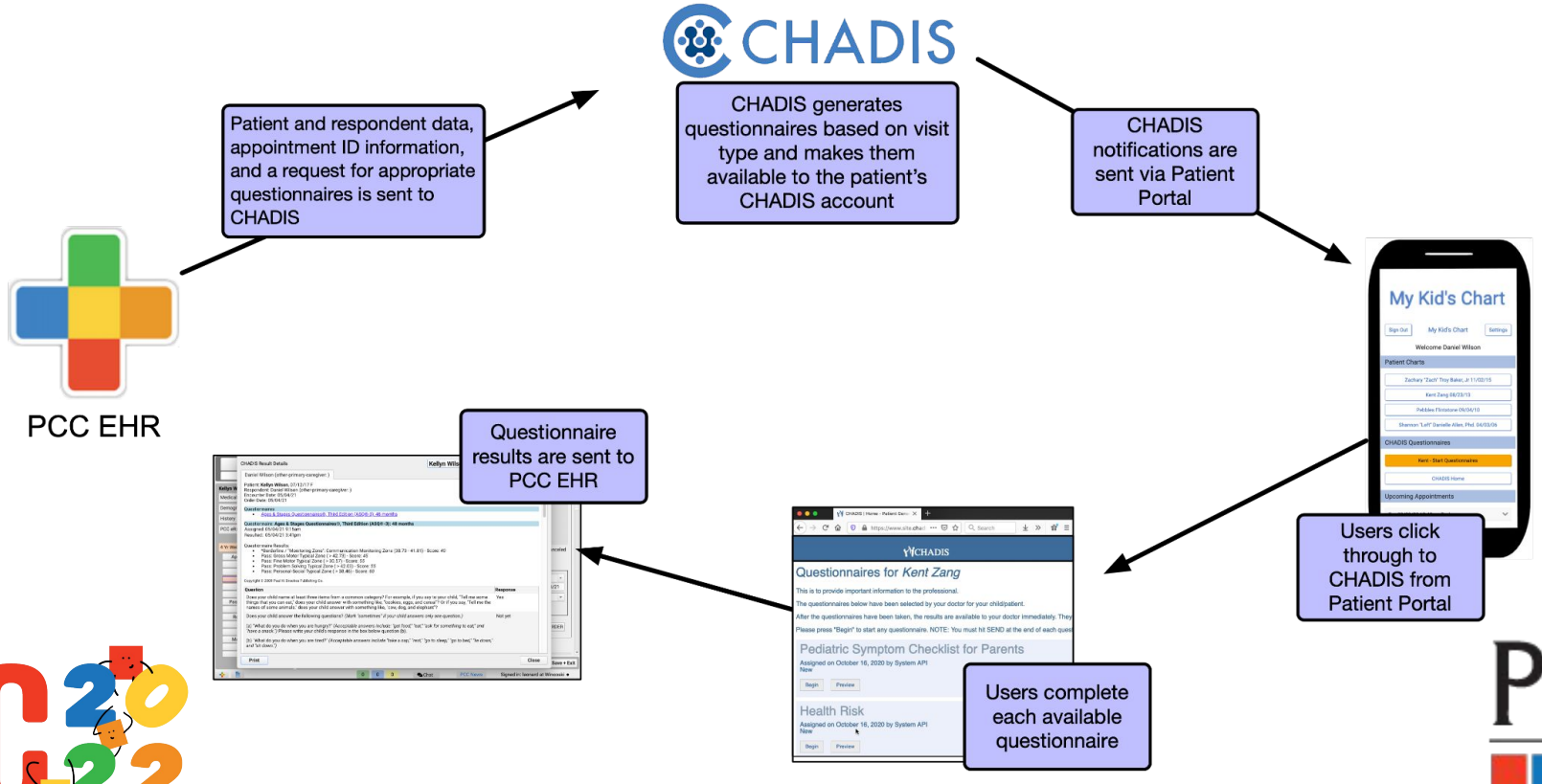
CHADIS Results Integration



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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

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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

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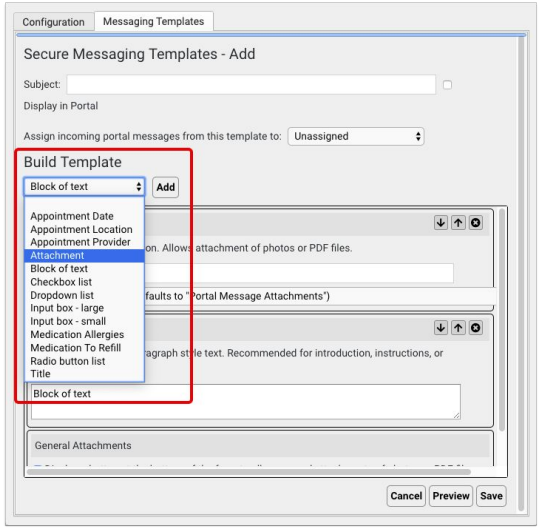
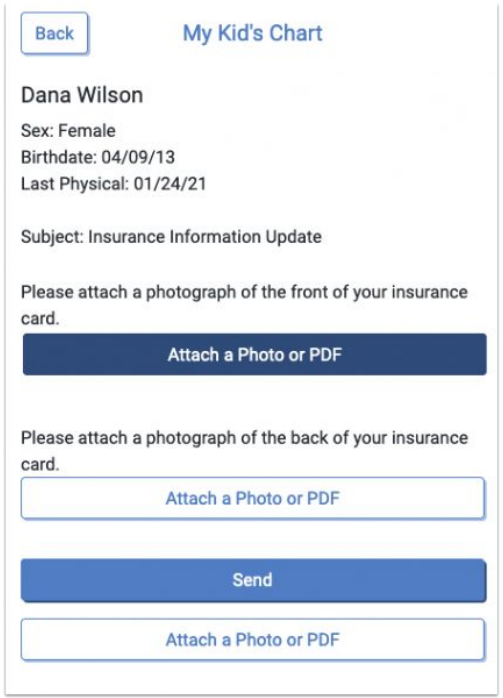
Patient Portal

Request an attachment in Portal message templates





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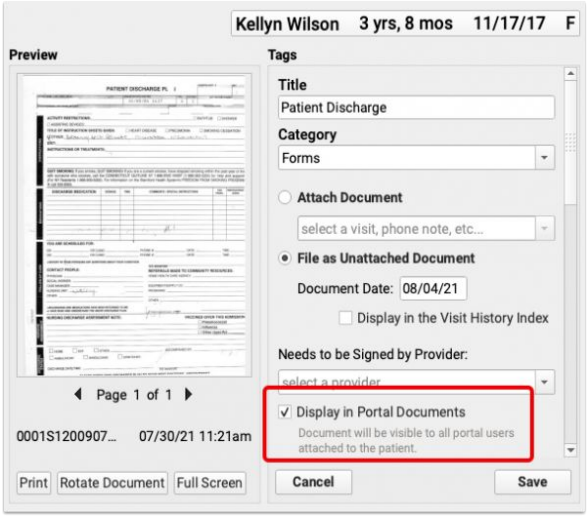
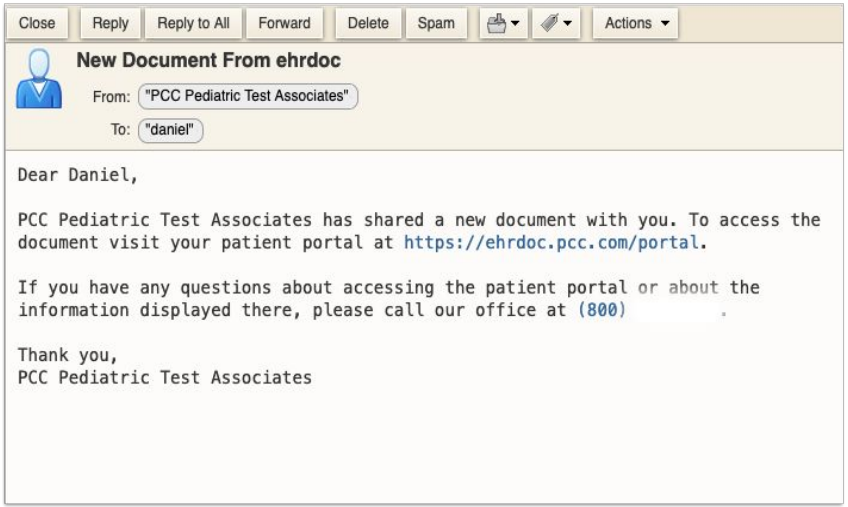
Patient Portal

Notify portal users when a document has been shared





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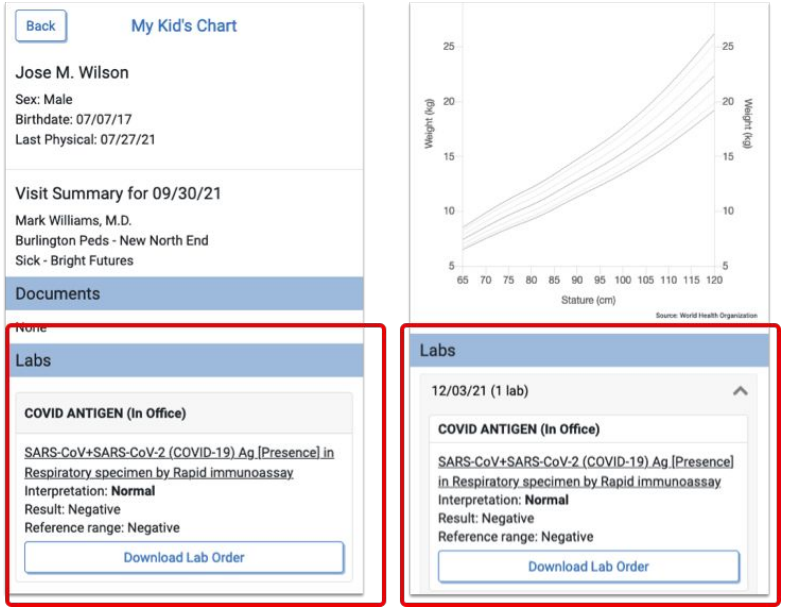
Patient Portal

Print a lab report from the Patient Portal



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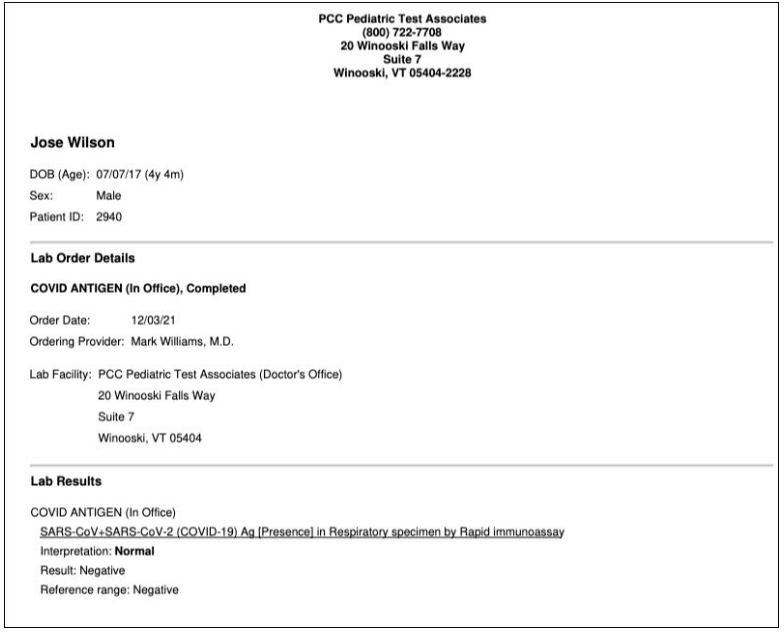
Patient Portal

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

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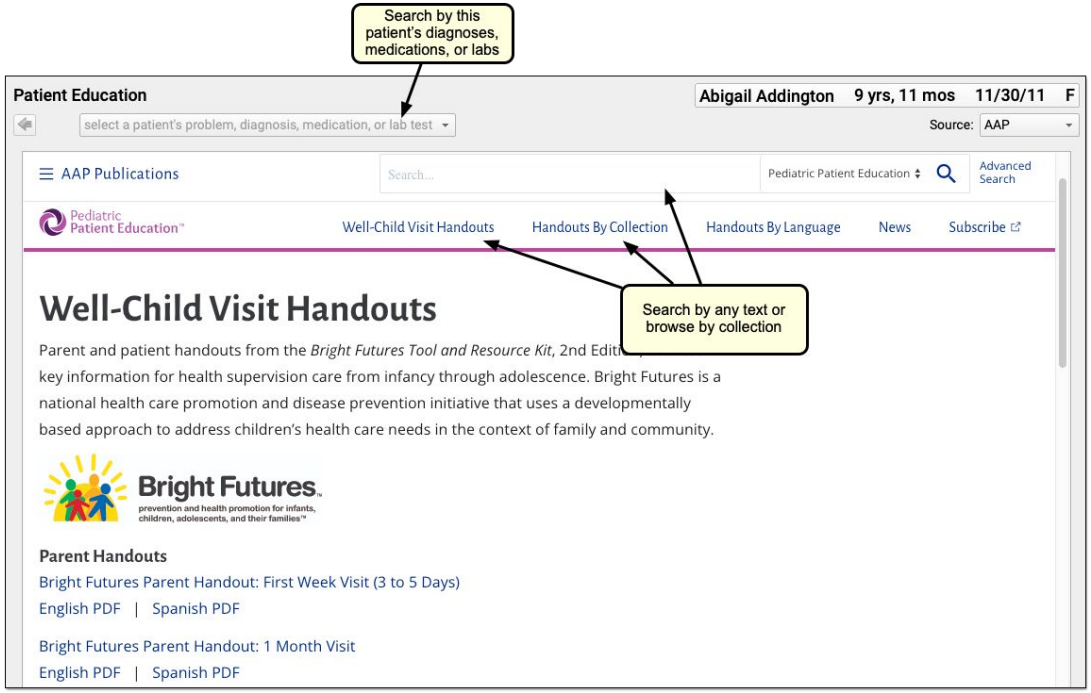
Patient Education

Access the updated AAP Pediatric Patient Education site



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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

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Adopt PCC Team

Lynne Gratton

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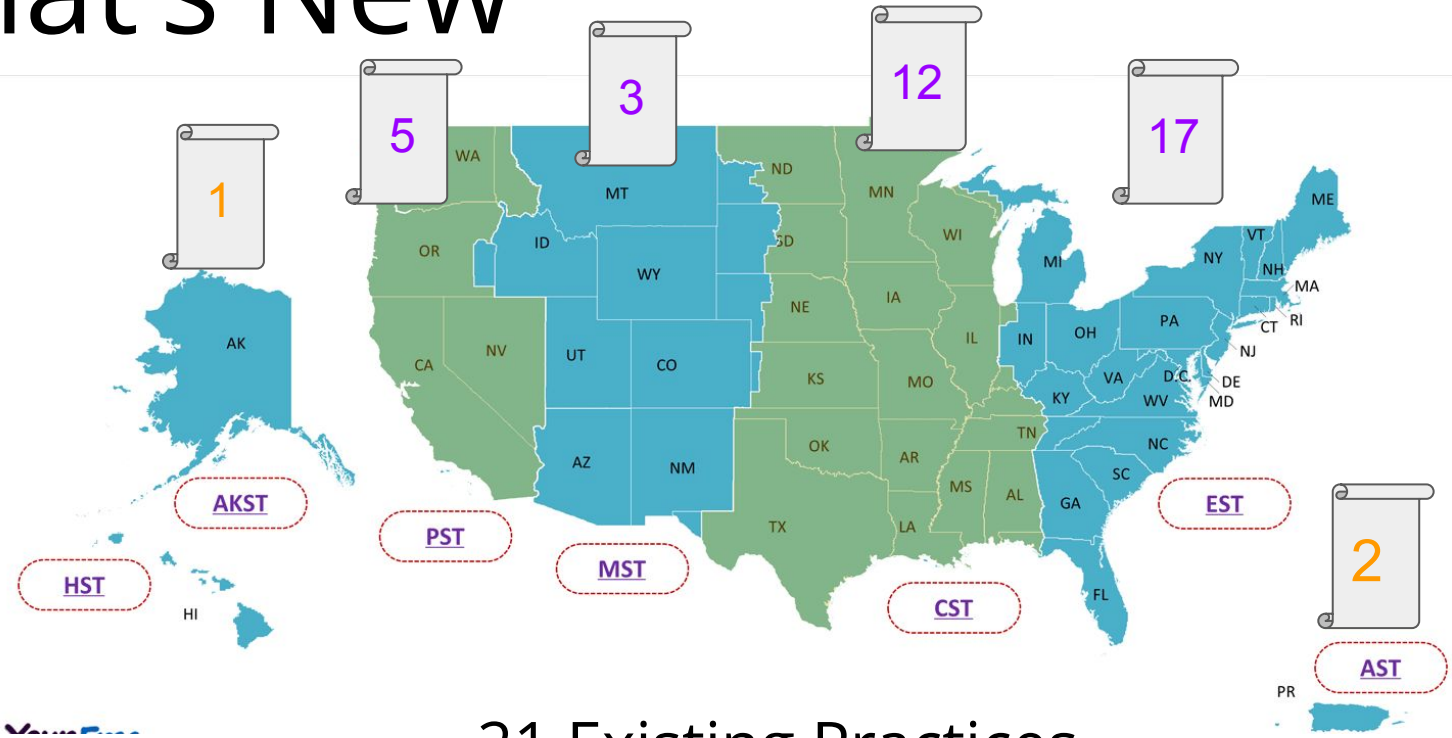
What's New



21 Existing Practices
19 Startups

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New Staff

Implementation Specialists: Dario, Nicole, & Jeff

Technical Specialist: Melissa

Data Conversion Specialist: Rick

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Future New Staff?

Beckett and Cooper Smith

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Links

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Clinical Data Exchange

Morgan Ellixson Boyea
Jen Marsala

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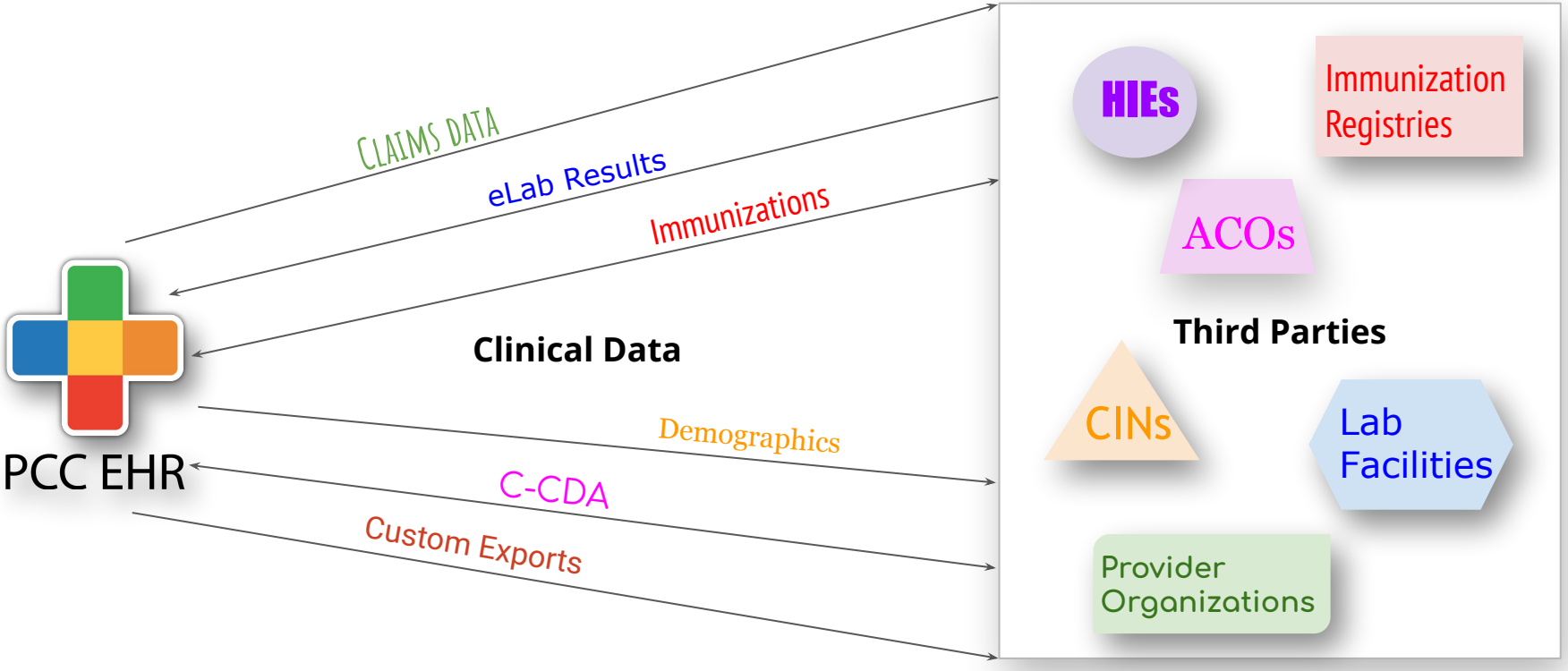
Clinical Data Exchange: *Building Connections*



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

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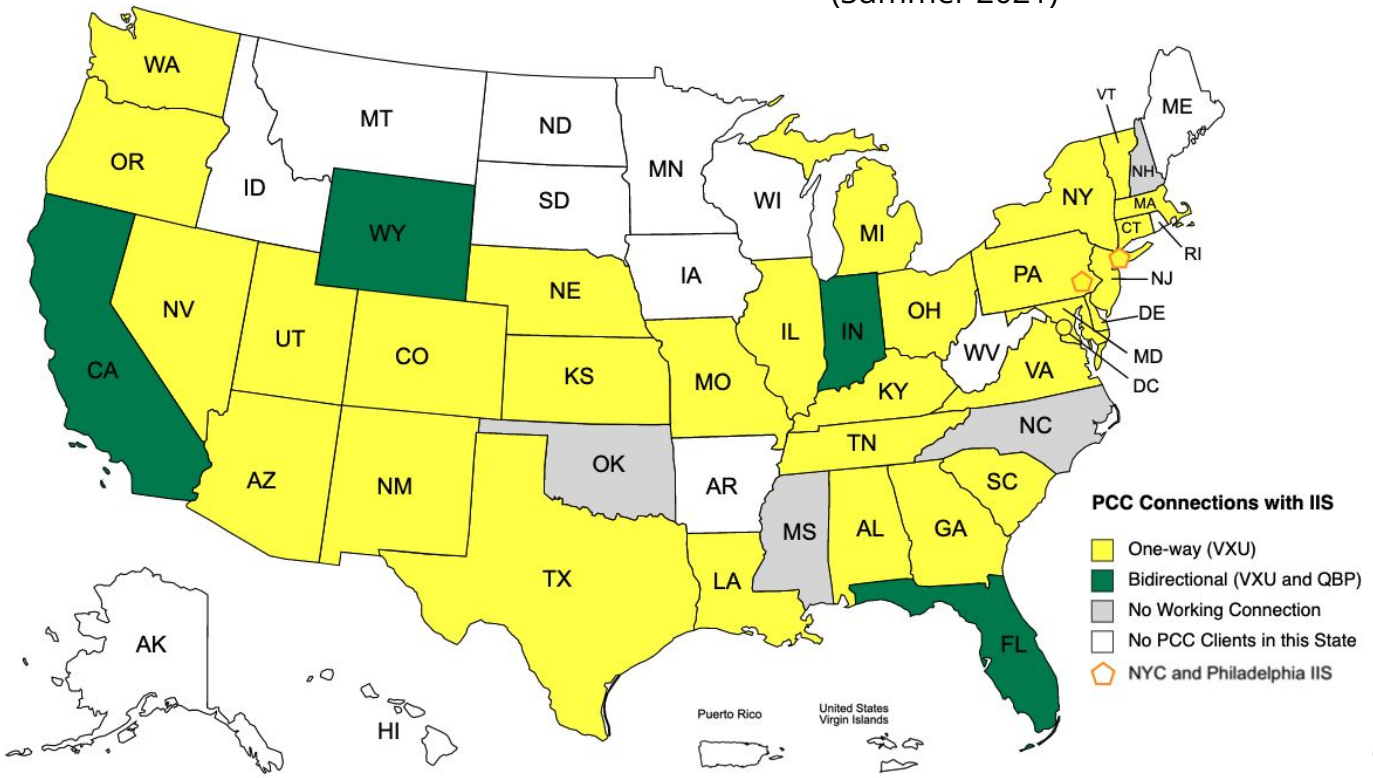
Immunization Registry Connections

THEN
(Summer 2021)



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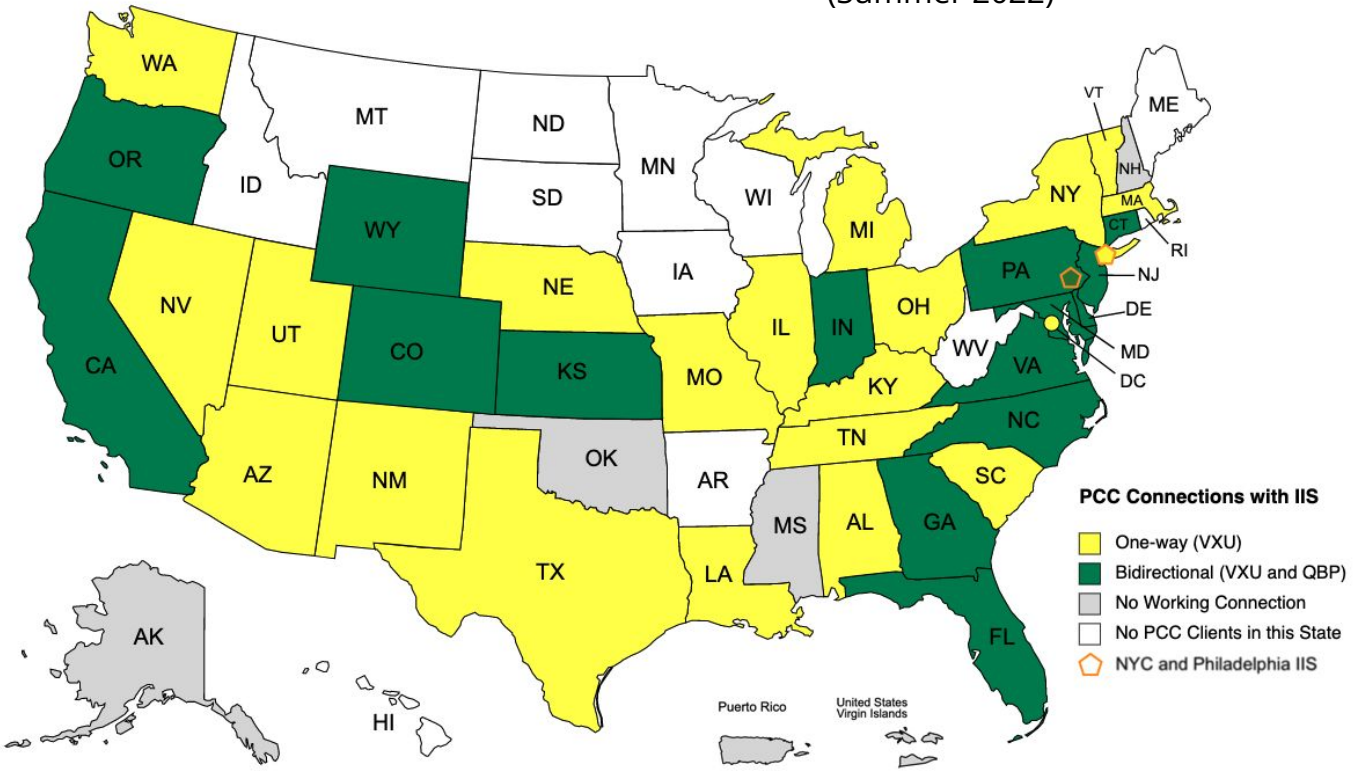
Immunization Registry Connections

NOW
(Summer 2022)



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What's New for PCC eRx?

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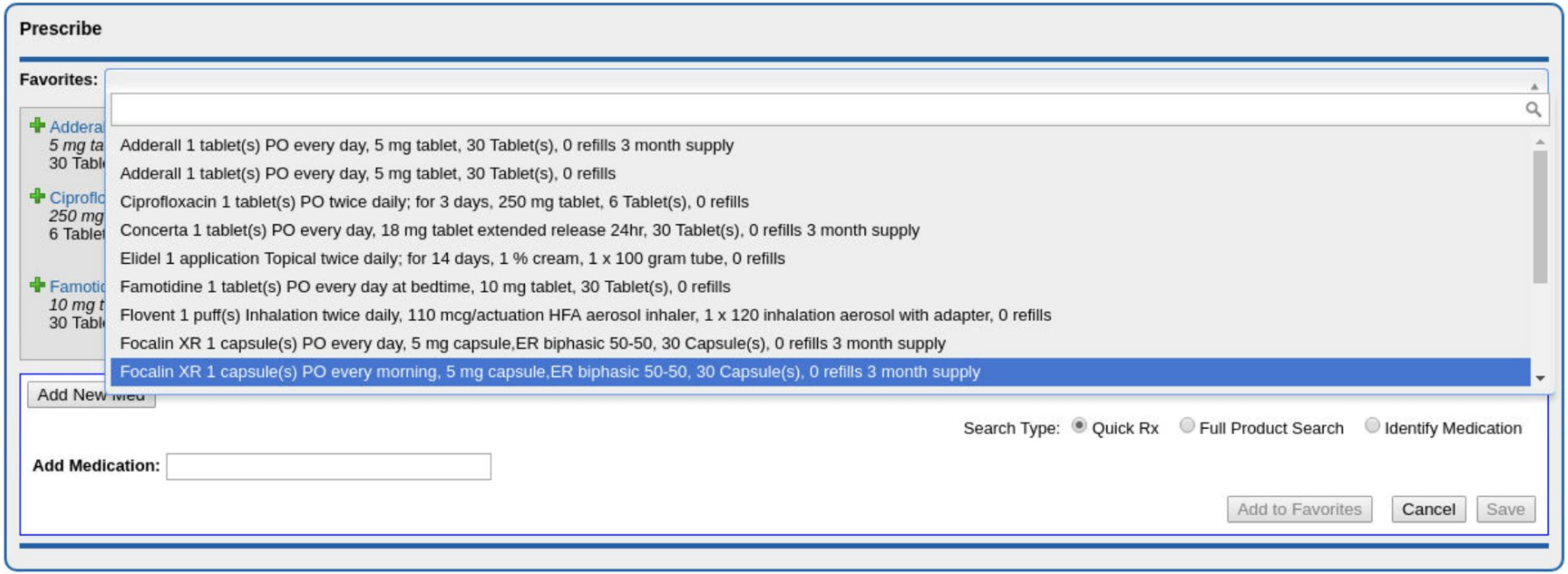
PCC eRx: Access to Favorites in a drop-down list



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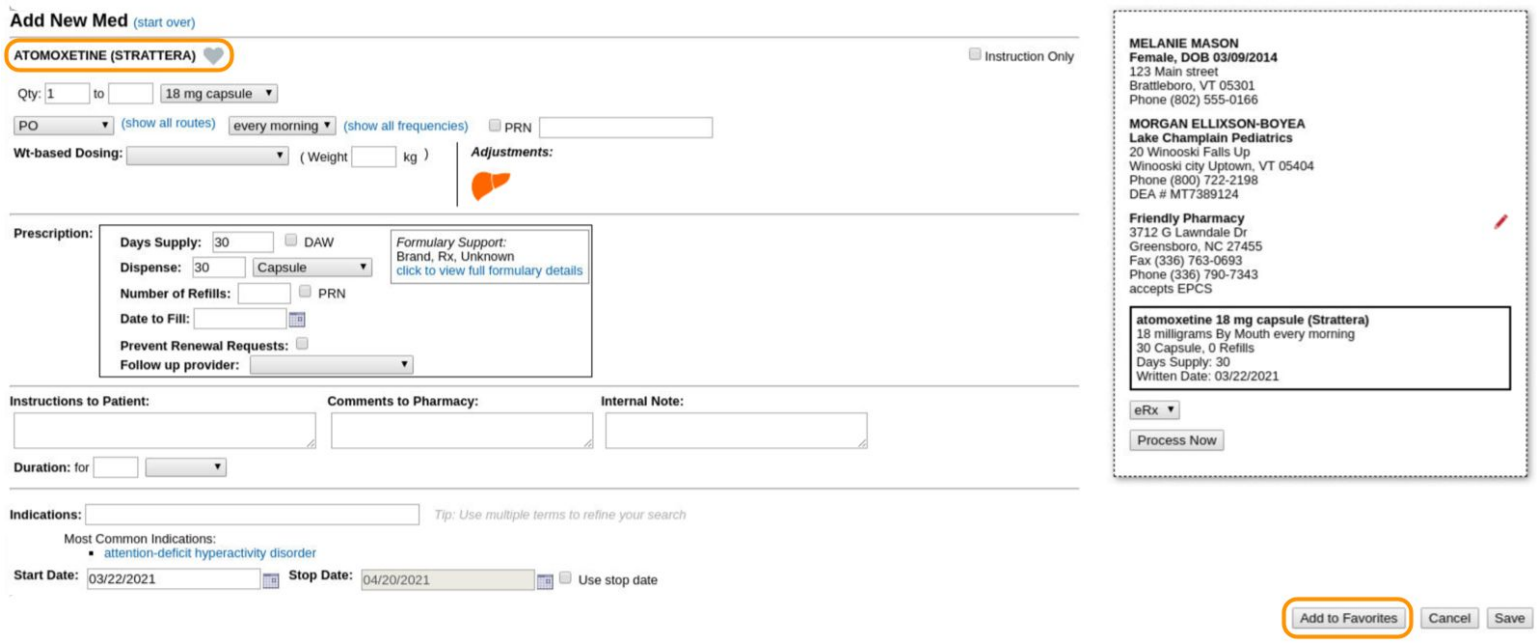
PCC eRx: Ability to add Favorites on the fly



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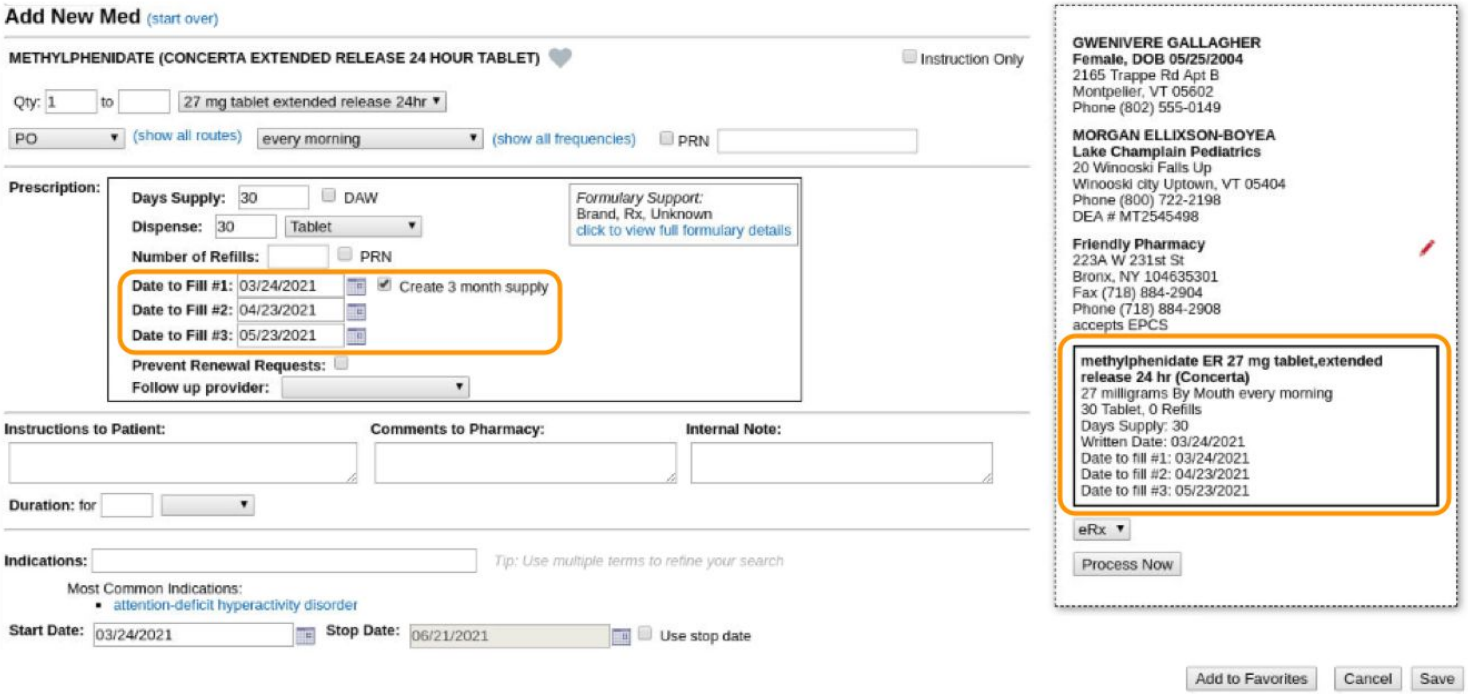
PCC eRx: Generate and send 3 month supply of CII's



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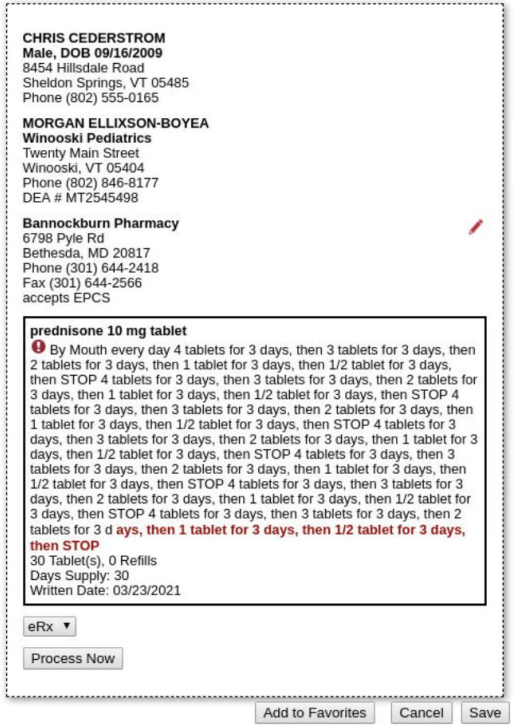
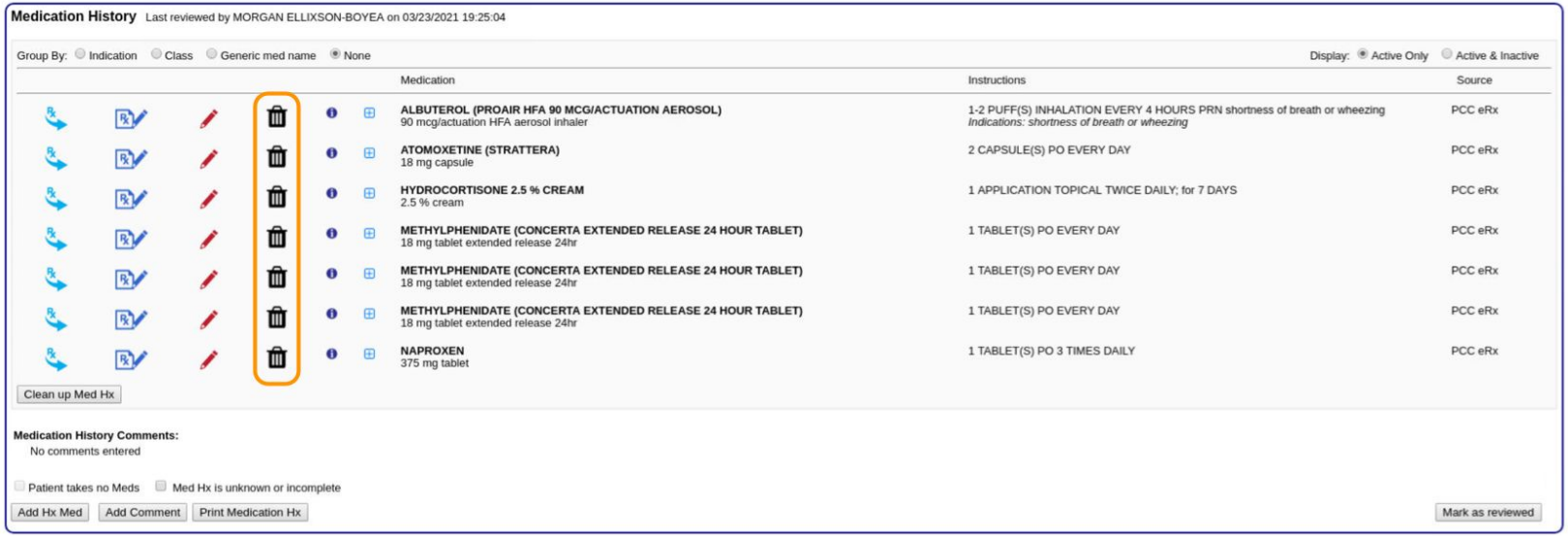
PCC eRx: Send up to 1000 characters for patient instructions

Prior to the 9.0 Release (August 2021)



After the 9.0 Release (August 2021 - Present)

PCC eRx: Easily discontinue individual entries in Medication Hx



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What's Next for PCC eRx Session

Friday July 22nd
10:15am ET - Amphitheater

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Information Technology Services

Lewis Holcroft

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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

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What's New

Industry Driven Change

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

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Wrap Up

Scott Ploof

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Wrap Up

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

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Later Viewing

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

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