

Pre-Check-In Takes Flight!

A light blue paper airplane is shown in flight, moving from the bottom left towards the top right. A thick, black dashed line traces a path that starts from the left edge, loops upwards, then follows a straight line towards the top right, ending near the airplane. The background is a light blue sky with a large yellow sun in the top right corner and several white, fluffy clouds scattered throughout.

Erica Greenwood, PCC Software Design
Amanda Smith, PCC Project Manager

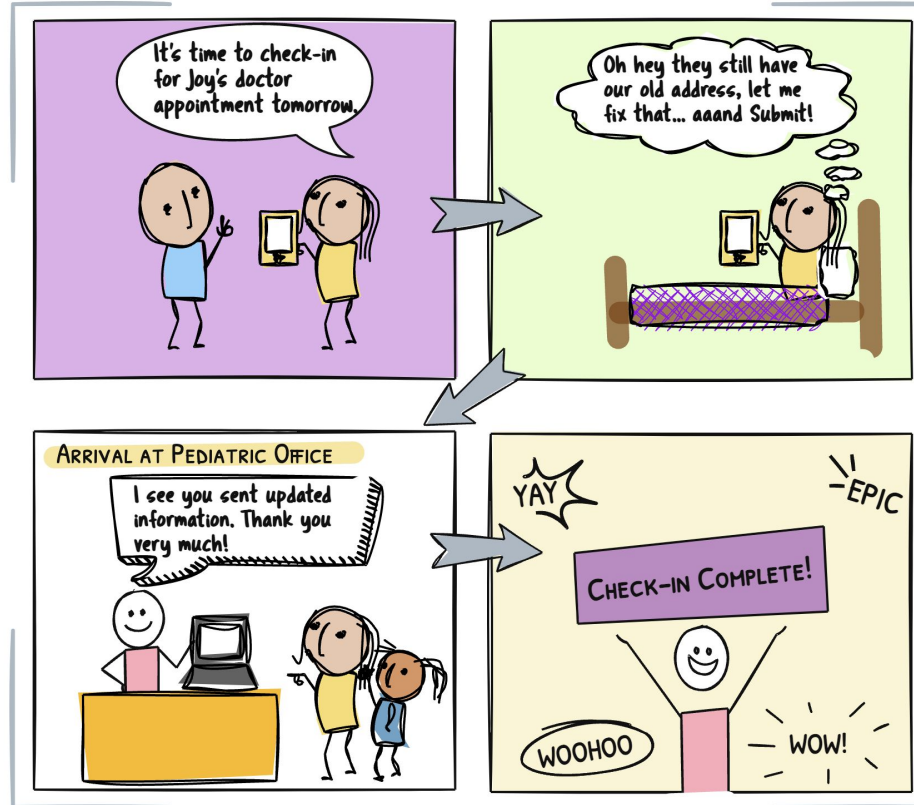
Session Goals



In this session we will:

1. Share the Pre-Check-In Vision
2. Quickly explain Agile & MVP and why this is important
3. Review what the Pre-Check-In MVP will include
4. Provide a demonstration of Pre-Check-In
5. Help you determine if your practice should consider piloting
6. Ask for feedback which we will use to grow Pre-Check-In

Pre-Check-In Vision

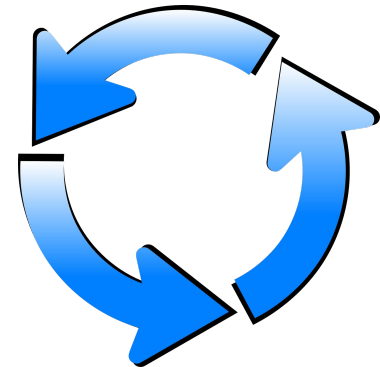


Agile Software Methodology

Two key principles of this project management approach, are:

- Customer satisfaction by early and continuous delivery of valuable software.
- Deliver working software frequently (weeks rather than months).
 - → **“Release Early, Release Often!”**

Honorable mention: “Continuous attention to technical excellence and good design.”



Why is Agile important?

The fact that PCC uses Agile methodology means that, just like other features PCC has developed, **Pre-Check-In will start with basic features and will grow over time.**



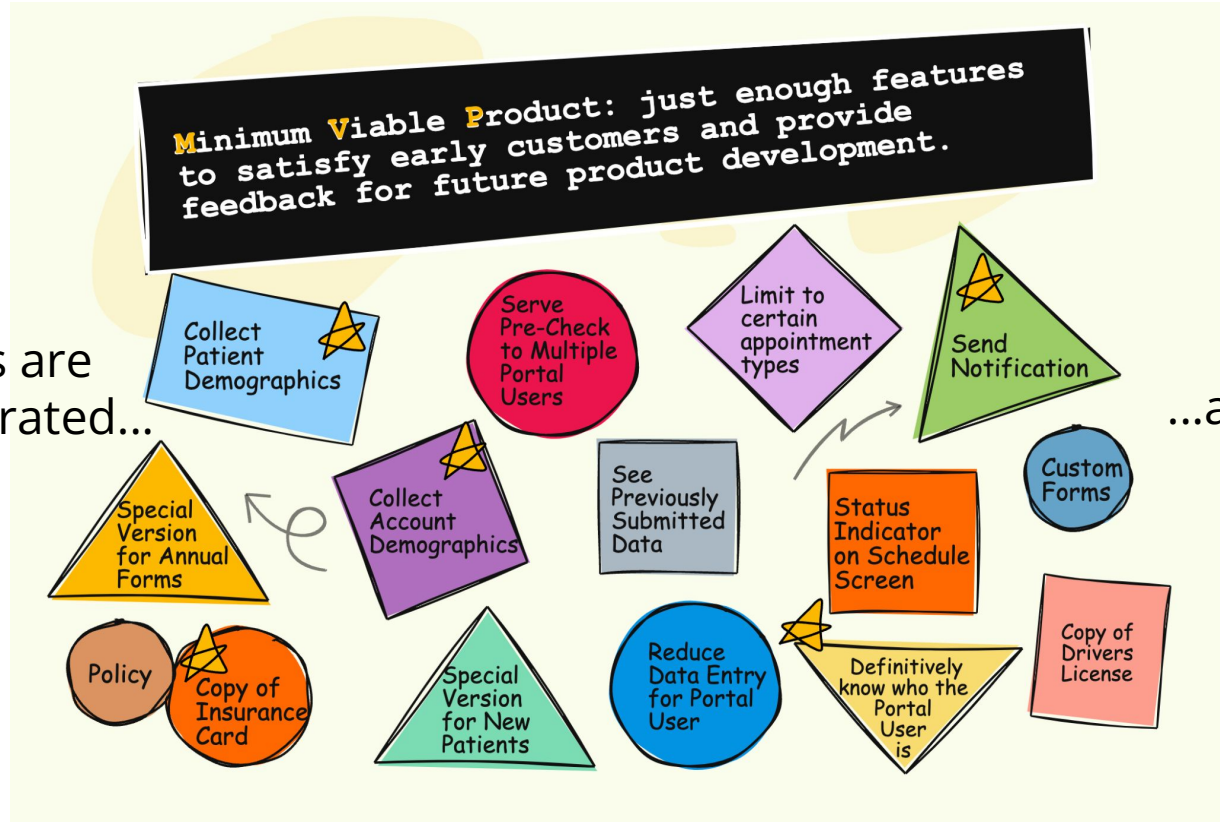
In pilot and upon initial release, Pre-Check-In may not do everything you need it to do ...and we will release it anyway! You do not need to use it at this early stage if it is not right for you.

Using feedback, we will keep adding to it and you will be able to start using it when you feel the features meet your needs.

Minimum Viable Product (MVP)

Minimum Viable Product: just enough features to satisfy early customers and provide feedback for future product development.

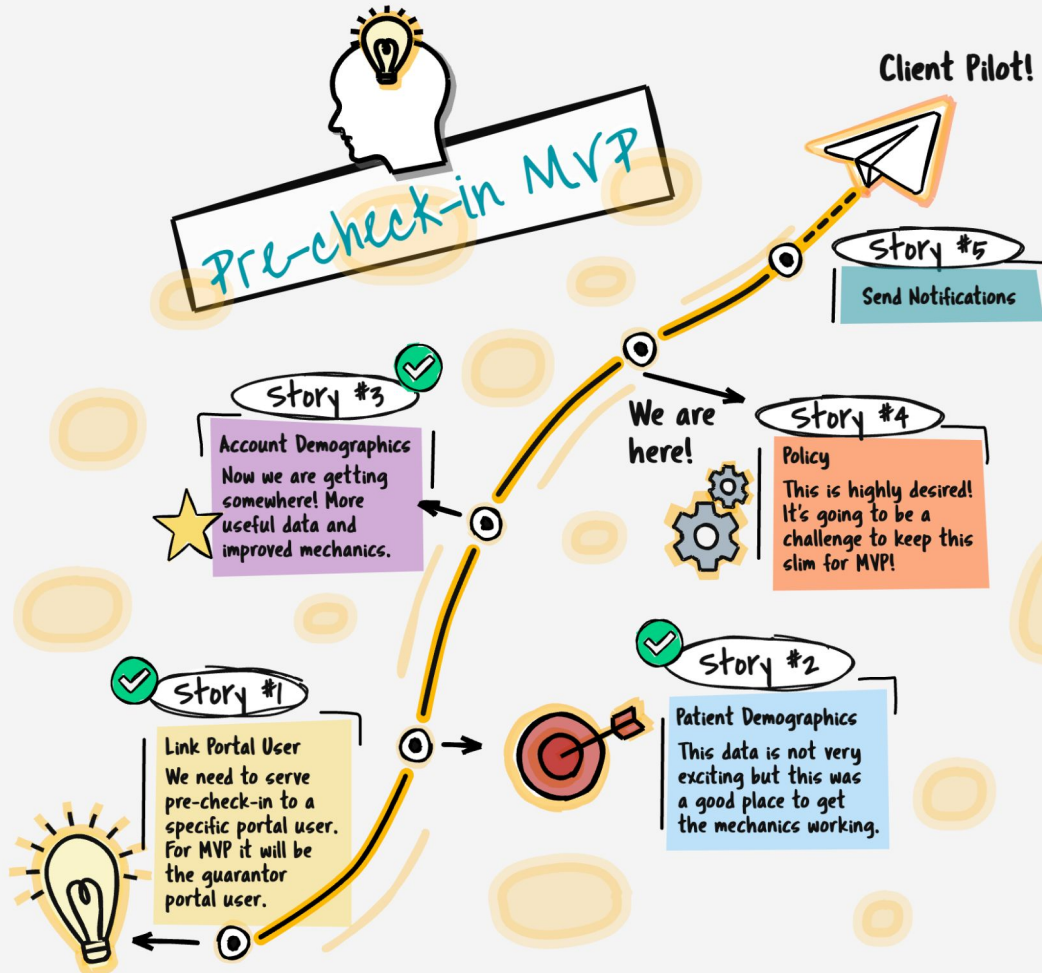
Ideas are generated...



...and prioritized.

The outcome is the MVP for our feature.

Pre-check-in MVP



Ready for an easy 1 question quiz?



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Join at slido.com
#1980

After joining, please click the icon at the top right and update Profile with name & organization.

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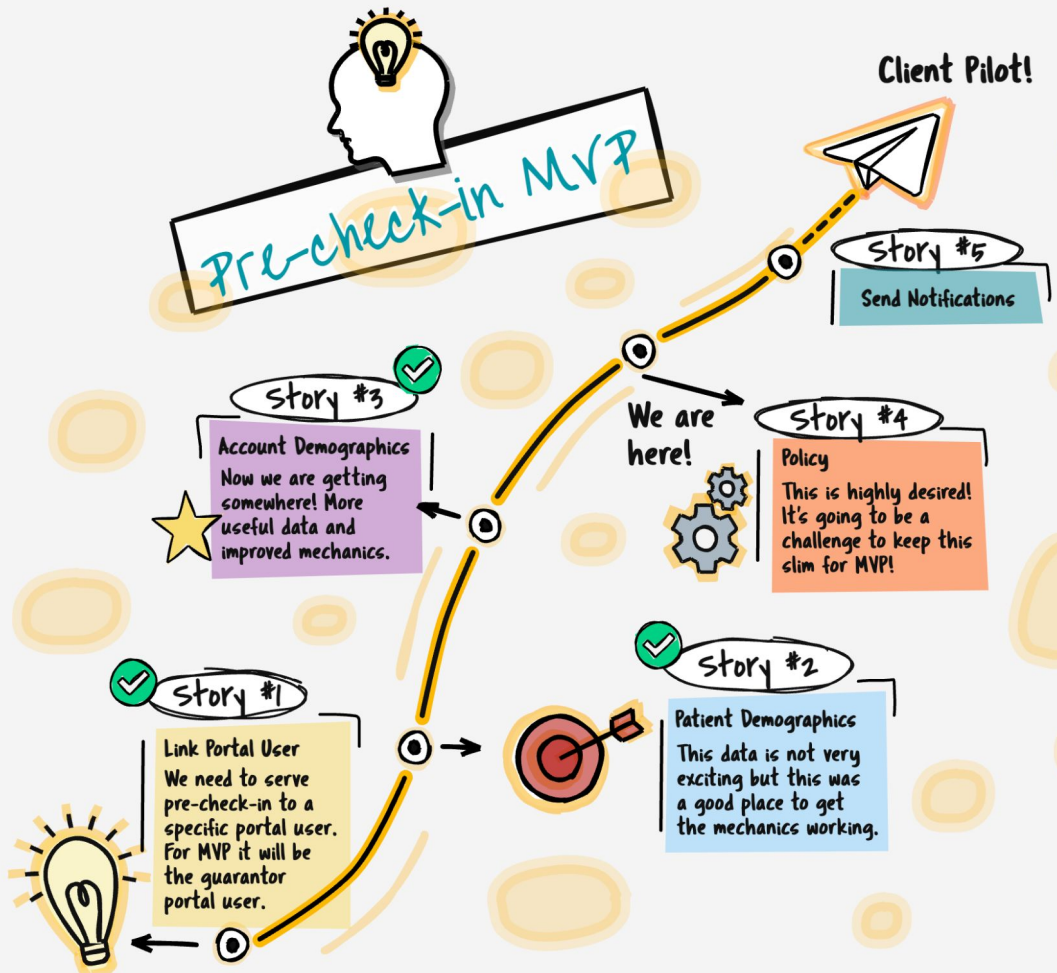


Using Agile methodology and beginning with an MVP means that...

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Pre-Check-In Demonstration

- Act 1: What families will see in the Portal
- Act 2: What you will see in PCC EHR



We are getting close to the finish line, but there are still some things to finish before we Pilot!

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Feedback: How are you feeling about Pre-Check-In MVP?

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What is Pilot?

During pilot, one or a small number of practices use the new feature.

Pilot is focused on ensuring that the feature is ready to be used by more practices.

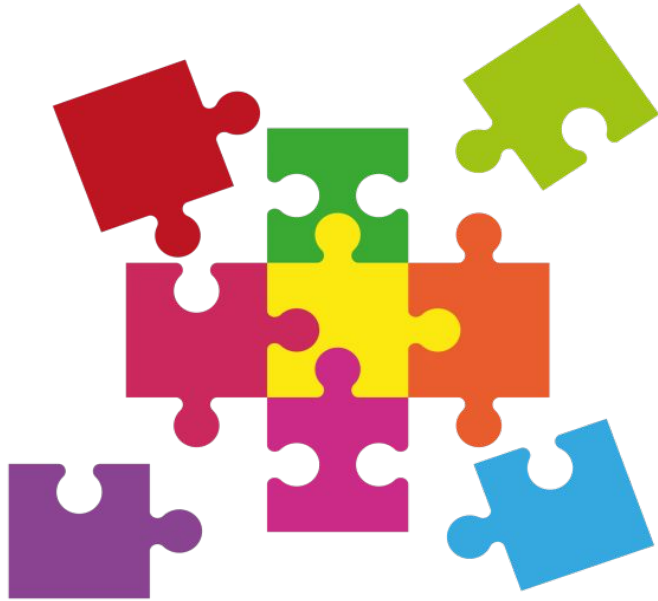


Pilot Qualifications

- Patience & Partnership
 - If problems arise, we might not have a solution immediately. Next steps are determined by working together.
- Time & Communication
 - We'll need to be in touch regularly (training, checkpoint meetings). We are looking for a pilot that has time to participate and who can provide constructive feedback.
- Open to change
 - Things don't always go as planned. Flexibility and positivity is required!



The #1 Requirement for Piloting...



Is your practice
a match for the
MVP features?

Pilot Prerequisites



Patient Portal is enabled and families use it.

- You actively maintain the patient's portal users and their portal notification settings. Families are used to logging into the portal.



You are live with PCC EHR Appointment Book.

- Pre-check in notifications will be driven by appointments scheduled via PCC EHR.



Practice uses Patient Check-in within PCC EHR (not Partner)

- The import tool is only in PCC EHR. Practices using Partner Check-in will not be able to import data sent by the portal user.



MVP Limitations

As has been stated, MVP is a basic version. Therefore it has limitations. In order to pilot, your practice must be ok with the following limitations:

- Only the billing account portal user can pre-check-in
- Pre-Check-In is for ALL visits reasons, no configuration exists yet
- Families with patients marked Privacy Enabled can't Pre-Check-In
- Families with patients coming in on the same day Pre-Check-In twice
- Pre-Check-In fields and "information requested" can't be customized
- Phone numbers pose some challenges (labels, notes)
- No special functionality for offices who assign a policy of "Uninsured"
- Notification time frame is not customizable

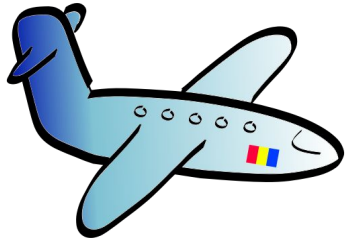
These limitations are for MVP. These may be addressed in the future as we grow Pre-Check-In.

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Considering the MVP Features, Prerequisites, and Limitations we have just reviewed... Is your practice interested in piloting Pre-Check-In?

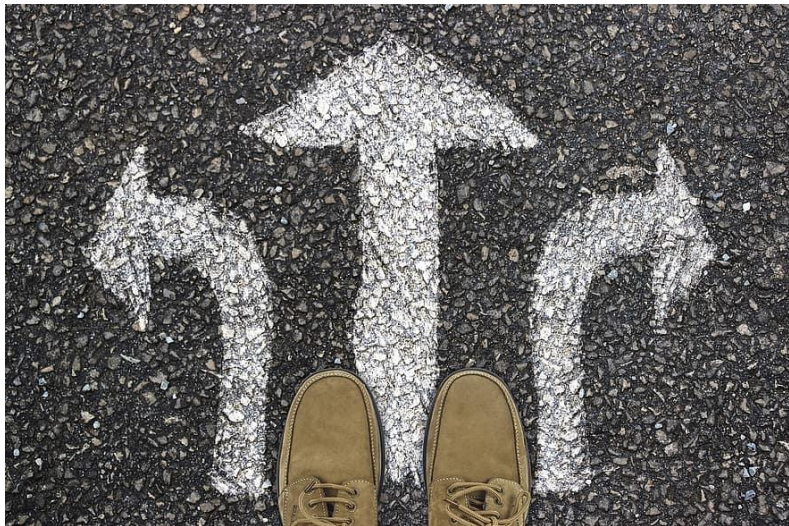
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How to request to be a pilot

- If your slido profile is filled out and you answered **YES**, we know you are interested and could be a good match for piloting Pre-Check-In.
- If your profile was not filled out or you answered **Not Sure** and you want to discuss **this** with someone, contact Amanda via email at amanda@pcc.com.

What's after MVP?



Whether you are ready to Pilot Pre-Check-In or not, you may be wondering, what features will be added after MVP and Pilot?

We hope you will help us decide this!

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Given the following list of potential features, which **ONE** feature would be most helpful to your practice?

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In your own words, what feature(s) should we be adding after MVP?

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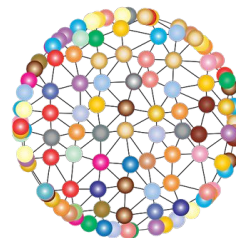
Session Takeaways

- **Pre-Check-In MVP will allow a portal user to verify and/or update basic Patient and Billing Account Demographics and confirm some Policy information** (focusing on active policies and collection of card image) prior to the patient's visit. **EHR users will be able to click a button to import any new data into PCC EHR.**
- Practices interested in piloting should carefully review the MVP features, prerequisites, limitations and pilot responsibilities ...**Piloting isn't for everyone.**
- **Pre-Check-In will grow over time.** If MVP and pilot isn't right for you, watch for the general release and future features. And, share your needs with us. **Your feedback helps us prioritize what's next.**



Questions about Pre-Check-In MVP?

If time allows, we will answer questions from live attendees and from on-line attendees via Socio “chat”.



Thank you!

To view this presentation at a later date:

This and all other UC2023 course recordings will be available for later viewing through the app.

To contact us: email erica@pcc.com or amanda@pcc.com