OP EDUCATIONAL EXPERIENCE

COVID-19 Survival Checklist Webinar Series
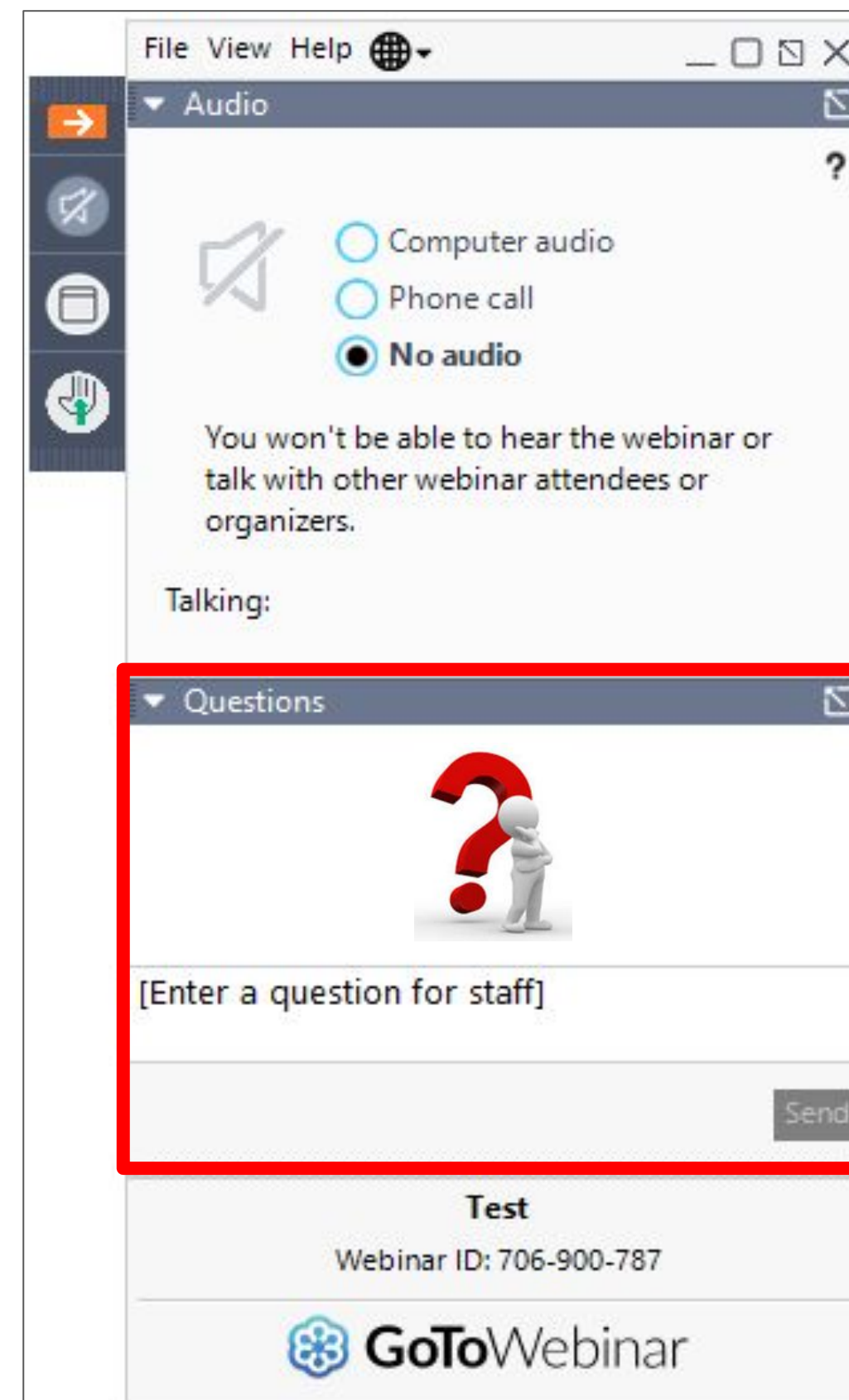
Patient Recalls via SQL

Welcome to OP's COVID-19 Survival Checklist Series
Patient Recalls via SQL
Audience: All

- Attendees will be muted. If you have a question, enter it into the **Questions** box.
- Any unanswered question(s) will be communicated to the Webinar attendees via email.

OP EDUCATIONAL
EXPERIENCE

Objectives

In this session, you will learn how to:

- Access and navigate the SQL Library in the OP Help Center

- Increase practice revenue through patient recalls

- Interpret the caveats for the SQL Library

OP EDUCATIONAL EXPERIENCE

Activity 1:

Run an Asthma Recall

Scenario:

We will:

- Recall our overdue patients with asthma by running a query to identify all active patients with no future appointment scheduled, for whom any Albuterol medication was prescribed in the past year

This activity accesses Database Viewer. Only an Administrator or staff member with permission: **Tools_DBViewer** access DB Viewer.

OP EDUCATIONAL EXPERIENCE

Let's Get Started - Asthma Recall SQL

1. Navigate to the SQL Library in the OP Help Center: <u>Asthma Recall</u>

2. In OP, navigate to the Database Viewer to run query: **Tools > Database Viewer**

3. Use query results to make telemedicine visits for patients shown

OP EDUCATIONAL EXPERIENCE

Takeaway Action Plan

❏ Consider performing a chart clean up for your existing patients to ensure that their problem lists are coded and up to date. This will facilitate more streamlined and accurate recalls

❏ Reach out the patients returned as query results to make telemedicine visits that will help drive practice revenue

OP EDUCATIONAL EXPERIENCE

Activity 2:

Run an ADHD Recall

Scenario:

We will:

- Recall our overdue patients with ADHD by running a query to identify all active patients with no future follow up appointment scheduled, for whom an ADHD medication was prescribed in the past year

This activity accesses Database Viewer. Only an Administrator or staff member with permission: **Tools_DBViewer** can access DB Viewer.

OP EDUCATIONAL EXPERIENCE

Let's Get Started - ADHD Recall SQL

1. Navigate to the SQL Library in the OP Help Center: [ADHD Recall](#)

2. In OP, navigate to the Database Viewer to run query: **Tools > Database Viewer**

3. Use query results to check in with the patients shown, schedule next appointments, and/or have families complete ADHD home forms

OP EDUCATIONAL EXPERIENCE

Takeaway Action Plan

❏ Sort list by PCP and print so that PCPs can call his/her patients to perform a virtual check in and schedule the next appointment

❏ Create a Patient Message Exchange (PMX) message with a link to chadis.com* asking the family to login and complete ADHD home forms

*Note: This requires a CHADIS subscription.

Activity 3:

Run a Depression Recall

Scenario:

We will:

- Recall our overdue patients with depression by running a query to identify all active patients with no future follow up appointment scheduled, for whom a depression medication was prescribed in the past year

This activity accesses Database Viewer. Only an Administrator or staff member with permission: **Tools_DBViewer** can access DB Viewer.

OP EDUCATIONAL EXPERIENCE

Let's Get Started - Depression Recall SQL

1. Navigate to the SQL Library in the OP Help Center: <u>Depression Recall</u>

2. In OP, navigate to the Database Viewer to run query: **Tools > Database Viewer**

3. Use query results to send a Patient Message Exchange (PMX) or a personalized portal message asking parents to call and schedule a telehealth appointment

OP EDUCATIONAL EXPERIENCE

Takeaway Action Plan

❏ Run the Depression SQL and filter out patients that do not need a follow up

❏ Send a Patient Message Exchange (PMX) message asking parents to call and schedule a telehealth appointment. Be sure to include a link to your practice's telehealth policy in the message

❏ Send a personalized portal message to parents to check in and invite them to connect with you via telemedicine. Be sure to include links on how to prepare their device and sign in

OP EDUCATIONAL EXPERIENCE

Activity 4:

Run an Anxiety Recall

Scenario:

We will:

- Recall our overdue patients with anxiety by running a query to identify all active patients with no future follow up appointment scheduled, for whom an anxiety medication was prescribed in the past year

This activity accesses Database Viewer. Only an Administrator or staff member with permission: **Tools_DBViewer** can access DB Viewer.

OP EDUCATIONAL EXPERIENCE

Let's Get Started - Anxiety Recall SQL

1. Navigate to the SQL Library in the OP Help Center: <u>Anxiety Recall</u>

2. In OP, navigate to the Database Viewer to run query: **Tools > Database Viewer**

3. Use query results to send a Patient Message Exchange (PMX) or a personalized portal message asking parents to call and schedule a telehealth appointment

OP EDUCATIONAL EXPERIENCE

Takeaway Action Plan

❏ Run the Anxiety SQL and filter out patients that do not need a follow up

❏ Send a Patient Message Exchange (PMX) message asking parents to call and schedule a telehealth appointment. Be sure to include a link to your practice's telehealth policy in the message

❏ Send a personalized portal message to parents to check in and invite them to connect with you via telemedicine. Be sure to include links on how to prepare their device and sign in

Activity 5:

Run an Extended Time Recall

Scenario:

We will:

- Recall our extended time patients by running a query to identify all active patients whose default sick or well visit type is an extended appointment type

This activity accesses Database Viewer. Only an Administrator or staff member with permission: **Tools_DBViewer** can access DB Viewer.

OP EDUCATIONAL
EXPERIENCE

Resource Diagram: Appointment Type Default in Patient Chart(s)

Let's Get Started - Extended Time Recall SQL

1. Navigate to the SQL Library in the OP Help Center: <u>Extended Time Recall</u>

2. In OP, navigate to the Database Viewer to run query: **Tools > Database Viewer**

3. Use the query results to see which of your extra time patients may need it due to chronic medical issues, medical fragility, or other social determinants of health that may require a check in

OP EDUCATIONAL EXPERIENCE

Takeaway Action Plan

❏ Consider which of your extra time patients may need it due to chronic medical issues, medical fragility, or other social determinants of health that may require a check in

❏ Reach out to the patients returned as query results to make telemedicine visits that will help drive practice revenue

OP EDUCATIONAL EXPERIENCE

Activity 6:

Run a BMI Recall

Scenario:

We will:

- Recall our active patients whose last documented BMI percentile was greater than or equal to 95%

This activity accesses Database Viewer. Only an Administrator or staff member with permission: **Tools_DBViewer** can access DB Viewer.

OP EDUCATIONAL EXPERIENCE

Let's Get Started - BMI Recall SQL

1. Navigate to the SQL Library in the OP Help Center: [BMI Recall](#)

2. In OP, navigate to the Database Viewer to run query: **Tools > Database Viewer**

3. Use the query results to schedule individual or group counseling visits and to check in on the listed patients

OP EDUCATIONAL EXPERIENCE

Takeaway Action Plan

❏ Reach out the patients on the recall list to schedule them for either individual or group counseling visits to discuss nutrition and fitness

❏ Send personalized portal messages to patients on the recall list to check in. You may also ask patients to log their progress and update you by sending messages via the patient portal

OP EDUCATIONAL EXPERIENCE

Resources

- [Pediatric Practice Survival Checklist for COVID-19](#)

- [SQL: Asthma Recall](#)
- [SQL: ADHD Recall](#)
- [SQL: Depression Recall](#)
- [SQL: Anxiety Recall](#)
- [SQL: Extended Time Recall](#)
- [SQL: BMI Recall](#)

OP EDUCATIONAL EXPERIENCE

Questions

OP ™
Office
Practicum

The OP Way

We are committed to providing the best **pediatric technology**, **resources**, and **community** to drive practice success and quality patient outcomes.