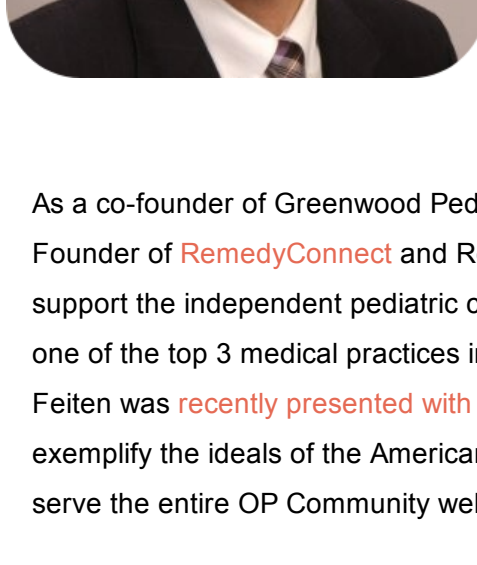


IT'S GOOD TO RECONNECT

The entire team at Office Practicum is thrilled to re-launch our monthly customer newsletter to the OP Community. This newsletter will include regular release highlights, tips, and tricks from our team (and from our users) along with other valuable updates to keep you on track.

We seek to inform and inspire you each month with all things pediatrics to help you with your day-to-day work, to improve your business and **OP**imize your entire practice. Thank you for taking the time to check it out!

Get to Know Dr. Dan Feiten, OP's New Medical Director



Recently, Dr. Dan Feiten joined OP as our Chief Medical Director and Product Leader of Clinical Innovations. In his new role, Dr. Feiten will spearhead product innovations, develop whole child pediatric initiatives, and oversee the direction of the active OP Physician Advisory Council. His contributions to expanding a rich clinical experience at OP will serve to further drive innovation and advocacy for a diverse and growing OP community.

In the coming months, one of Dr. Feiten's primary goals is to plan more on-site practice visits so he can spend time listening to customer ideas, watch workflows, and understand the greatest obstacles a pediatric practice may be facing. "I like to bring people together, identify specific problems, and collaborate to find the best solutions. As consolidation continues to occur in primary care, I think we need to come together as pediatricians and support one another, looking for the best solutions for our staff, ourselves and our patients."

As a co-founder of Greenwood Pediatrics, a 26 clinician practice with 3 offices in the metro Denver area, and a Founder of **RemedyConnect** and Remedy OnCall, Dr. Feiten is well versed on the issues and solutions needed to support the independent pediatric community. Under his leadership, MGMA recognized Greenwood Pediatrics as one of the top 3 medical practices in the country in Patient Satisfaction. As a renowned advocate for children, Dr. Feiten was **recently presented with the James E. Strain Award**, an honor designed to recognize those who exemplify the ideals of the American Academy of Pediatrics. His relentless commitment to pediatric excellence will serve the entire OP Community well. Please join us in welcoming Dr. Dan to OP!

PRODUCT NEWS

Recent Release Highlights

Our latest release of the summer, OP 20.17, contains several new features, fixes, and enhancements that we're excited to share with you. For the full overview of everything included in this release, you can find our [Help Center article here](#). Otherwise keep reading for an overview of the highlights!

Patient Lookup

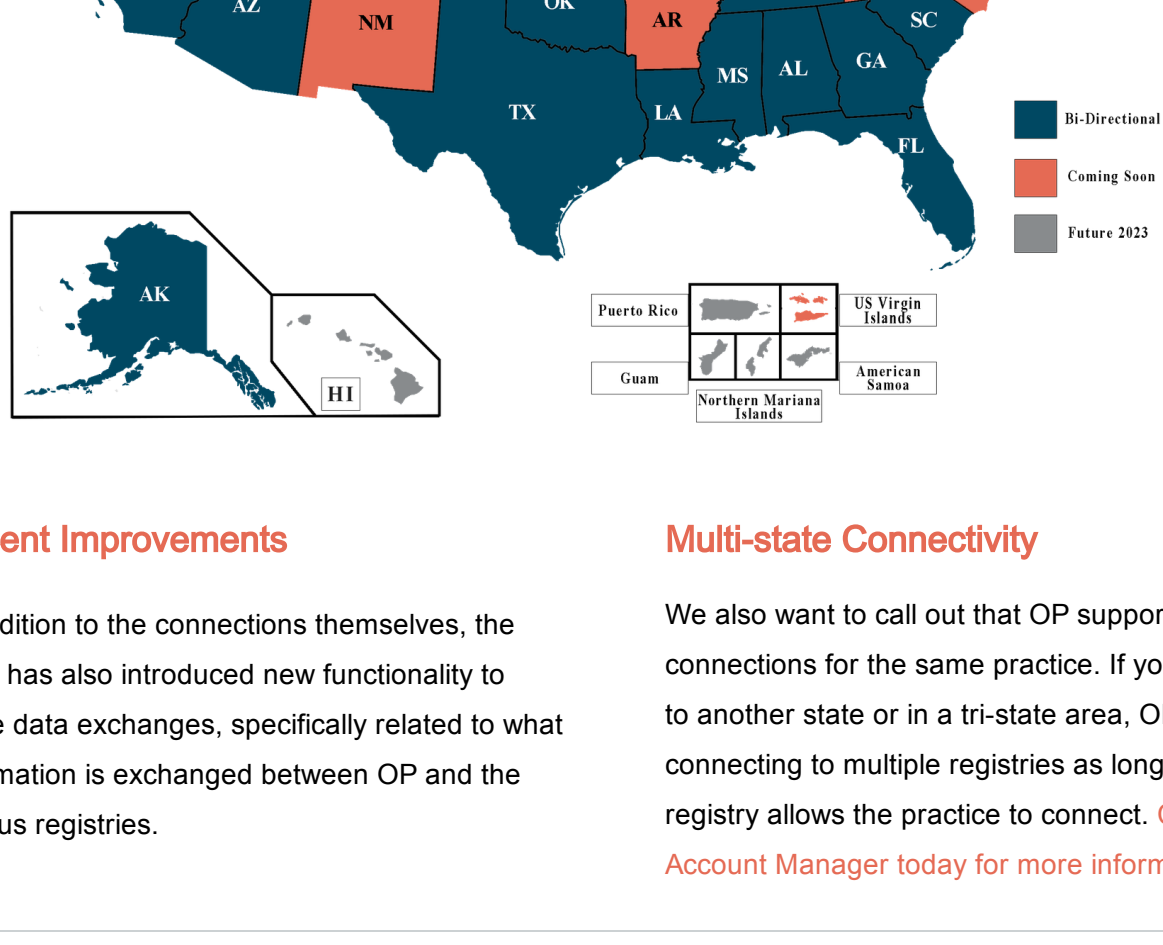
Everyone on your team should know that they are able to easily access the last **five** patient charts viewed in OP by clicking a new dropdown arrow next to the patient search field - saving time by reducing unnecessary keystrokes and clicks.

eFax

For those customers using our newly integrated eFax solution, improvements were made including the ability to assign permissions to decide who can or cannot send outbound faxes, giving you more control over how communications are sent by the practice.

Immunization Registries

Over the past several months, our Interoperability team has been hard at work both improving existing and adding new connections with Immunization Registries across the country. To take advantage of this connectivity and find out how OP can help to streamline your practice's immunization management, [reach out to your Account Manager](#). Check out the map below to find the registries currently available.



Recent Improvements

In addition to the connections themselves, the team has also introduced new functionality to these data exchanges, specifically related to what information is exchanged between OP and the various registries.

Multi-state Connectivity

We also want to call out that OP supports multiple registry connections for the same practice. If you're located close to another state or in a tri-state area, OP is capable of connecting to multiple registries as long as the state registry allows the practice to connect. [Contact your Account Manager today for more information](#).

Regulation Station

Phone Number Fields

A new change directed by the 21st Century Cures Act requires that EHRs only support numeric, ten-digit phone numbers. Due to this requirement, the product team will be adding new fields in a future release to account for phone numbers with extensions as well as the ability to link the owner of that number (Mom, Dad, Aunt, etc.).

Following the updates described above, there will also be a requirement to update and correct any phone number within OP that does not meet the new specifications. Be on the lookout for additional educational communications with guidance on how to make these corrections later this quarter.

Product Feedback?



The OP Product Advancement team is always ready for your feedback! These product and development experts focus on the areas of clinical care, interoperability, practice management, and patient engagement, all with one goal in mind: to deliver the best possible tools to our clients so that you can deliver the best possible care to your patients. Your feedback is a critical component of that work, so please don't hesitate [to reach out to our team directly](#) with your thoughts and comments.

At the end of this newsletter, be sure to look for the section prompting you to update your practice's contact information! Completing the linked form will help ensure that you and your team are getting the latest updates and new product announcements.

SUPPORT CORNER

Eliminating Phone Tag

Schedule time to connect with our Tier 2 and Tier 3 Support Analysts directly! We've incorporated a self-scheduling tool in our emails to clients about their open cases. Keep an eye out for a "schedule time with me" link in email correspondence on the case and connect with the case owner at YOUR availability.

Setting New Staff Up for Success

Training opportunities for new hires are crucial. Be sure to [check in with your Account Manager](#) to sign up for eLearning or live training for any new hires in your practice. Your team members' success is your success and it's important to invest in their knowledge of the program.

Did You Know?

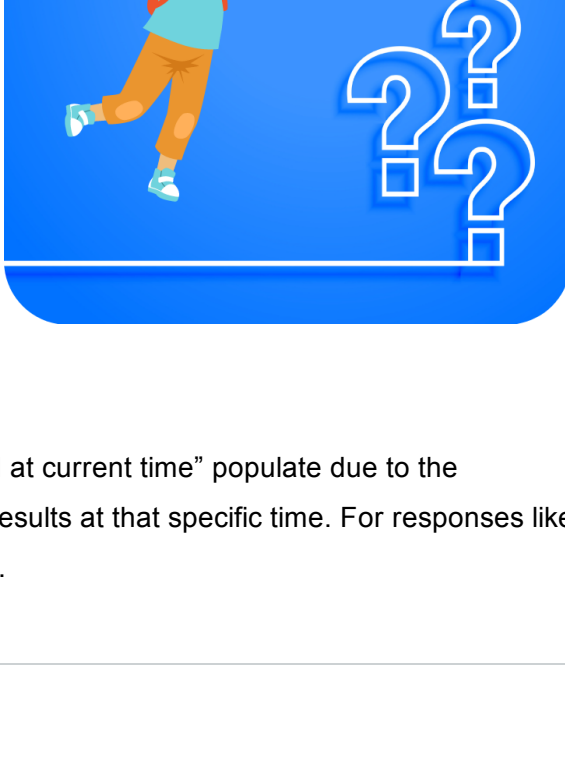
New Integrated eFax Solution

Looking to streamline your practice's process for sending and receiving faxes? If you're used to working in OP's Document Management screen, you can easily use our newly integrated eFax tool. For more information about OP's integrated eFax solution, [contact your Account Manager](#).

Solving Insurance Validation Errors

If you've ever run into any confusion related to insurance validation errors, we have [a great resource in our Help Center](#) that defines the different codes that pop up as a result of those errors. Your billing staff can bookmark the page for easy access and use the information in the article to make the appropriate changes to the insurance or payer record for successful validation.

As a reminder, certain errors like "Time Out" or "Unable to respond at current time" populate due to the Clearinghouse or Payer indicating they are unable to validate the results at that specific time. For responses like these, there wouldn't be a specific change needed from your team.



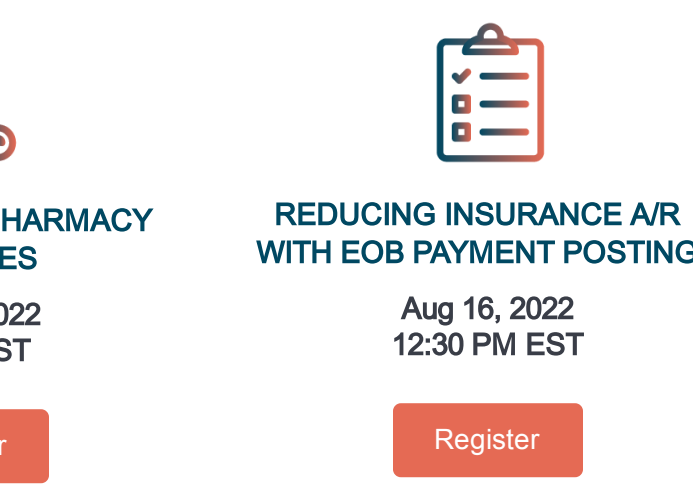
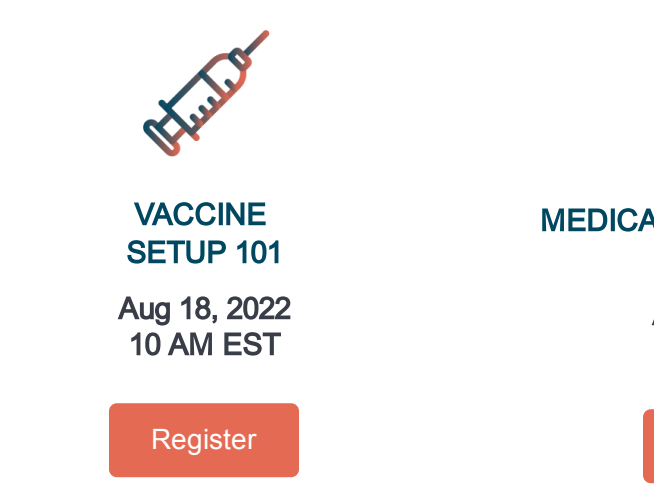
KNOWLEDGE & TRAINING

OP Educational Events

Each month, our operational teams release content and offer free customer training sessions so you can stay informed on current affairs facing the pediatric community and brush up on your OP knowledge.

PediaTricks Podcast

Office Practicum's **PediaTricks Podcast** is a bi-weekly offering exclusively for OP users, giving them a unique perspective on relevant topics about OP. Industry experts, OP thought leaders, and even users join the guest list to discuss impactful topics to OP's user base.



Free Training

[Register today](#) for upcoming FREE training sessions in our Help Center!

The following are just a few of the topics being covered in upcoming sessions. Choose from a range of flexible dates.

VACCINE SETUP 101	MEDICATION & PHARMACY FAVORITES	REDUCING INSURANCE A/R WITH EOB PAYMENT POSTING
Aug 18, 2022 10 AM EST	Aug 23, 2022 12 PM EST	Aug 16, 2022 12:30 PM EST
Register	Register	Register
<ul style="list-style-type: none">How to prep vaccine setup for Go-LiveHow to keep vaccine inventory up-to-date and pull reportsUpdate Vaccine Handouts and VIS publication dates	<ul style="list-style-type: none">Validate your Favorite NDC'sEdit a favorite medicationCreate a favorite medicationUpdating Favorite Pharmacy List	<ul style="list-style-type: none">Learn how to post a paper EOBInterest PaymentsPayer RefundsPayer Recoupments

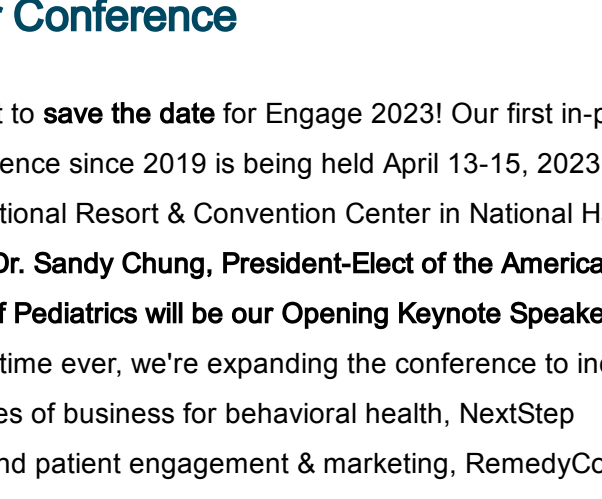
UPCOMING EVENTS

This Month

Many pediatric industry conferences are returning to in-person attendance. This month we will be exhibiting in North Carolina and Tennessee. Stop by the OP booth to say hello!

North Carolina Pediatric Society
August 26-27, 2022

Tennessee State Pediatric Conference
August 22, 2022



Engage 2023 User Conference



Don't forget to **save the date** for Engage 2023! Our first in-person user conference since 2019 is being held April 13-15, 2023 at the Gaylord National Resort & Convention Center in National Harbor, Maryland. **Dr. Sandy Chung, President-Elect of the American Academy of Pediatrics** will be our **Opening Keynote Speaker** and for the first time ever, we're expanding the conference to include our new lines of business for behavioral health, NextStep Solutions and patient engagement & marketing, RemedyConnect. [Registration opens in September](#).

STAY IN TOUCH

Do we have the right point of contact for your practice?

Over the past few years, we've seen unprecedented change as the world reckoned with the impacts of Covid-19. One of the biggest shifts specific to the healthcare industry has been the staffing challenges that we know many of you are still navigating. To ensure the right people on your team receive our communications, please take a moment to [update your practice's contact information](#) using our easy-to-fill form.

Multiple staff changes? No problem! You will have the option to add or edit more than one contact at a time without needing to submit the form multiple times.

[Submit new info](#)

We would love to hear from you!



If you have ideas for topics that could be covered in future training webinars, features you'd like to see in future releases, or anything else on your mind, please use the link below to find a survey that will capture your thoughts and feedback!

Thank you for reading our monthly newsletter!

[Submit your feedback](#)

