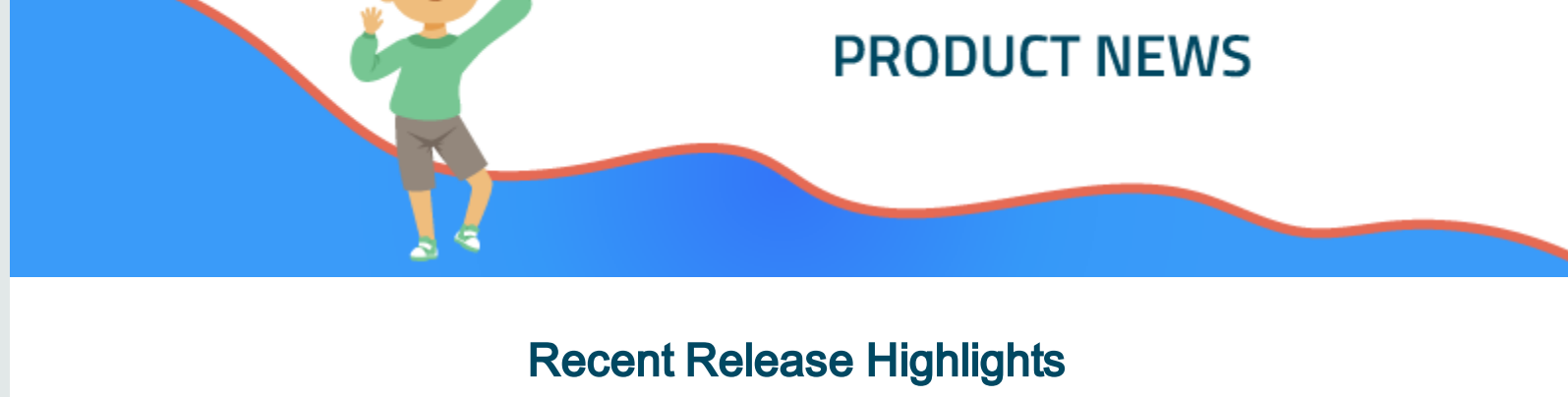




October is here and we have much to celebrate!



Welcome back to the OP Client Newsletter! This October, we've got more than just Halloween to be happy about. Keep reading to learn how the OP Support team celebrated Client Service Week (Oct. 3-7) and which OP practice won the North Carolina MGMA Practice of the Year award! And don't forget to leave comments or update your practice's contact information at the end of the newsletter. Thanks for reading!



PRODUCT NEWS

Recent Release Highlights

Patient Charges Performance Improvement

To help protect patient information, visibility changes have been made to the Charges section of the Patient Chart. Charges will only display within the chart when it is the active, selected window. The patient's charges are hidden from view if the user clicks away from the chart into a new window. The charges display once the chart is re-selected and becomes the active window. [Go here](#) to access the most recent release updates.

Patient Engagement Updates

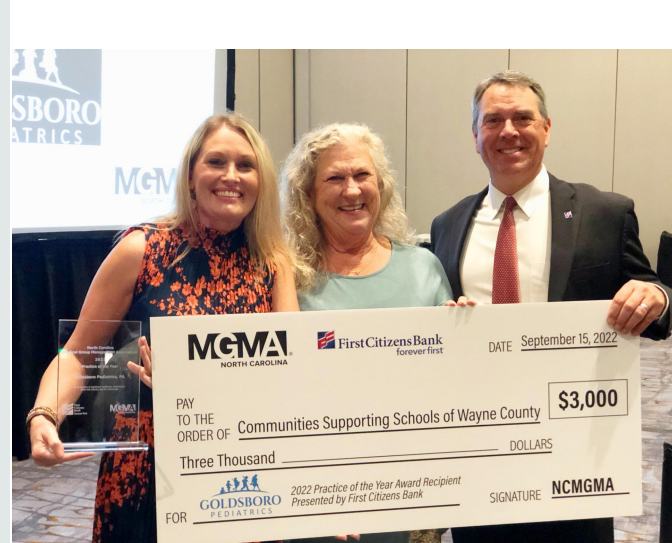
Free Website Assessments!

A fast, informative website is a critical component of any successful practice. Whether a young family is looking for their first pediatrician or a busy mother of three is trying to navigate a patient portal on her cell phone, a pediatrician's website is a critical tool for branding and growth that you can't ignore. With 40 percent of people abandoning websites that take longer than three seconds to load, **how many new patient registrations are you missing?**



[Contact your account manager](#) to see how you compare to other practices in your area.

OP Community Shout Out



(L-R) Brandy Yeh and Nola Claiborne of Goldsboro Pediatrics are presented the Practice of the Year Award by Andy Shene of First Citizens Bank.

Some of the most exceptional pediatric practices in the country are powered by Office Practicum technology. The entire OP family is excited to shine a spotlight on one such practice! OP customer **Goldsboro Pediatrics, P.A.**, was recognized with the 9th Annual Practice of the Year Award by the **North Carolina MGMA** (NCMGMA) Chapter. Each year, the NCMGMA partners with First Citizens Bank to honor a practice in the state that "has made a significant contribution to their community, patients, and/or staff." A \$3,000 donation as part of the award goes to the charity of the winner's choice: **Communities Supporting Schools of Wayne County**. Please join us in commending the entire team at Goldsboro Pediatrics on their achievement! Congratulations!

If your practice has an accomplishment you would like featured in upcoming newsletters, reply to this email or contact your account manager at solutions@officepracticum.com

SUPPORT CORNER



Client Satisfaction Surveys

We take your feedback very seriously and appreciate you completing the surveys received after your case has been closed. Your feedback helps us reward our team members for going above and beyond and helps us identify areas for improvement. Please keep your eyes peeled for the Client Satisfaction Surveys to continue giving that great feedback to our team!

Celebrating Client Service Week 10/3-10/7



Support Leadership got creative to celebrate our Rockstar Support Analysts properly!

We came together for dinner, honored team members with awards for going above and beyond, and sent out custom aprons and cookbooks with recipes pulled together by the team for a cook/bake night.

Support team members work so hard to help provide the best service to you, our clients, and we are grateful to give them an extra special celebration last week!

Recent Support Trends

Our Customer Support team consistently manages and updates [our Support Trends page](#) on the [Help Center](#) to address issues identified as affecting multiple customers. This page also gives direction on what to do if you're experiencing one of these issues and provides workarounds, if available.

SQL Reports have been a trending topic recently! Be sure to [check out our SQL Library](#) for different custom reports to meet your needs!



Looking For Support?

Do you need help and unsure of where to go? Check out the [OP Support Hub](#) to find links to email our team, manage your support cases, and more!

The OP Support Hub gives you access to all OP support channels, including the OP Help Center, case management, and online chat. The best channel for you will depend on what support needs you have.

Did You Know?

2022-2023 Flu Season is here

Do you have questions about OP's plans for this year's flu season?

The Help Center has everything you need. Not only will you find the complete vaccine product list for working in OP but also CDC and AAP resources, dosing guidance, and more.

[Take advantage of this information now](#) to help facilitate another happy and healthy flu season!



KNOWLEDGE & TRAINING

OP Educational Events

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 users join the guest list to discuss impactful topics with OP's user base.

Pediatric Success Series Podcast



In a [recent episode](#), host Shawn Rostler sat down with Dr. Sogol Pahlavan, a board-certified pediatrician and physician mindfulness coach, to tackle physician burnout. They discuss what it is, how it impacts physicians and those around them, and how we can help alleviate some of the causes.

[Listen Now](#)

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.



CLINICAL REPORTS

Tuesday, October 11, 2022
2-3 pm EST

[Register](#)

- Pull various vaccine reports
- How to pull reports to see what patients are due for Well Visits
- Reports for clinical recalls
- How to send recall reminders
- How to pull the Demographic Analysis and Recall Report
- Creating/Printing Letters from the Demographic Analysis Recall Report
- How to send messages



REDUCING INSURANCE A/R WITH EOB PAYMENT POSTING

Monday, October 17, 2022
12-1 pm EST

[Register](#)

- Learn how to post a paper EOB
- Interest Payments
- Payer Refunds
- Payer Recoups
- Payer Overpayments



VACCINE SET UP

Tuesday, October 18, 2022
3-4 pm EST

[Register](#)

- Learn how to prep vaccine setup for Go-Live
- How to keep vaccine inventory up to date and pull reports
- Update Vaccine Handouts and VIS publication dates

Engage 2023 User Conference



Don't forget to **save the date** for Engage 2023 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 coming weeks!](#)



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!



Please send us your ideas! We want your thoughts and feedback about how we can make your lives easier through technology.

- Topics for training webinars
- Features you would like to see in future releases
- Successes you want to share with the pediatric community

[I have an idea!](#)