

JUNE 2023 EDITION



A monthly newsletter
exclusively for
OP RCM Practices

Saving Keystrokes Patient Search Options

The Patient Search field is displayed in the upper left-hand corner of many windows throughout OP. From this field, you can search for a patient using a variety of options detailed in the hover-over.

Quick search (basic) options include patient ID, name, or email address. Adding a symbol at the beginning of your search provides additional ways to search for patients.

"#" searches by phone number
"@ " searches by insurance ID
"& " searches by date of birth
"\$ " searches by claim number

Learn more about patient search options on the [Help Center](#).

Industry News DAR Reporting for Past Due Well Visits

During the summer months, practices often experience a drop in visit volumes. Fill up your schedule with past due well visits, overdue vaccines, ADHD and asthma check-ins! Using OP's [demographic analysis and recall](#), you can easily identify patients who are due or past due for any of these visit types. The Help Center has a [quick-tip video](#) to show the basics of running a recall report. You can then send on-demand reminders to patients using the [Patient Message eXchange](#) or other notification tool.

If you need assistance or have questions, please reach out to your CSS or rcmlife@officepraticum.com

Drawing Vacation Schedule

Send an email to rcmlife@officepraticum.com with upcoming scheduled provider vacation! All emails submitted by 7/10 will be entered to win an hour of training for any topic you'd like.



Email our inbox at rcmlife@officepraticum.com for urgent issues or non-claim-specific questions. Tickets will automatically be created and routed to your RCM Client Services Specialist.

Working with RCM

Patient AR

RCM sends 3 patient statements per patient/per claim as a family statement as part of our services. After the 3rd statement, practices should utilize their internal process to follow up or send accounts to collections.

Do you need help identifying patients that have received 3 statements? This [SQL](#) in the Clip and Save Library shows you the patient number, total balance, and number of statements the patient printed.

If you have questions or need suggestions to improve your internal patient collection process, please reach out to your CSS or email rcmlife@officepracticum.com for more information.



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