

## Client Newsletter November 2022

### Time for Turkey, Stuffing, and... Regulatory Updates?

The Thanksgiving season is upon us, and the entire team here at Office Practicum is grateful for the compassionate people we get to serve. YOU! OP practices work tirelessly to support their communities, and it's our honor to support that work. **Thank you.** We hope you're hungry because we've got a jam-packed newsletter for you this month. You'll find some upcoming improvements related to the Cures Act, important regulatory updates, educational events, and more! So keep on reading, and have a safe and happy Thanksgiving!

## PRODUCT NEWS

### Recent Release Highlights

#### Phased Release is Underway!

Our phased-release process is underway for OP 20.18.2. Each practice will receive an email communication regarding the availability of their update, ensuring that you have the latest fixes applied to your system.

With so many great updates and new features being rolled out, be sure to review the [Release Notes](#) for a full breakdown of everything included, with changes related to the 21st Century Cures Act demarked with this symbol.



#### New! OP Mental Health Monitor

The OP Mental Health Monitor is the first of several planned dashboards in our new Clinical Analytics module that lets you monitor your patients' mental health. **Some initial setup** is required to add patients you'd like to monitor. Still, once complete, you can easily track overall survey score trends, positive or negative, with the system flagging those patients at higher suicide risk based on those responses. Outstanding referrals are also included, giving quick visibility into the status of more time-sensitive referrals related to behavioral health.

For a full breakdown of the new feature and additional help center articles, check out page two of the [release notes](#). And keep an eye out for notification of an educational webinar in the works over the coming weeks.

### Regulation Station

#### Coming Soon! New Clinical Reconciliation Workflow

The way that you reconcile is improving! With such a strong focus on interoperability and data sharing, we know that a streamlined and regulatorily-compliant reconciliation workflow is critical for your practice. While much of the existing functionality remains intact, you will notice a new look and a few functional updates.

You are no longer required to create a referral to reconcile clinical information; reducing unnecessary clicks if a referral is not needed. The new workflow consolidates the imported Medications, Problems, and Allergies into one screen, with your patient's existing chart always at the top of the screen, and the newly imported information, clearly labeled by the external source, following immediately below.

Users can easily take action to add or reject records. Once selected, they will see a consolidated overview of each record before adding or rejecting clinical information to their patient's chart, reducing the clicks it takes to reconcile clinical data for your staff. Lastly, users' actions performed during clinical information reconciliation are tracked in the Audit Trail. A new "Source" column has been added to help you quickly identify which data was added to your patient's chart from an external provider.

The new workflow is slated to be included as part of our OP Version 21 release in early December. Keep an eye out for the notification in future release notes!

### State & Federal EPCS Mandates

Beginning January 1, 2023, several state EPCS mandates are going into effect for practices in Illinois, Maryland, Michigan, and Utah.

What does this mean for you and your practice? Our partner, DFirst, has put together a [comprehensive guide](#) outlining each state's requirements and details about federal requirements. It's no secret that the benefits of electronic prescribing are immense, with [one study](#) suggesting a reduction in errors, increases in efficiency, and overall cost savings for practitioners in ambulatory care settings. [Another study specific to pediatrics](#) cited improved communication with pharmacies and medication compliance among their patients.

With all of these benefits (and some looming mandates), what are you waiting for? If you still need to set up EPCS for your practice, contact your account manager today!

### Information Blocking: What You Need to Know

On October 6, 2022, the definition of Electronic Health Information (EHI) expanded! Here's what you need to know.

Previously, EHI had been classified as **only** those data points and sets defined by the ONC in their USCDI framework, so if a provider could not deliver electronic health information falling outside of those definitions, it would not be considered "information blocking." After October 6, the definition expanded to include **all** electronically protected health information (ePHI) maintained by a covered entity that a patient or caregiver has the right to request access to under HIPAA.

From now on, EHI has been expanded to include the following:

- Medical and/or billing records
- Records related to payer enrollment, claims adjudication, and/or case management
- Any other records used by a covered entity, in whole or in part, to make healthcare decisions

Don't panic! While the October 6 date has passed, no penalties have yet been defined for healthcare providers, and [some exceptions](#) have been laid out by the Office of the National Coordinator (ONC) of Health IT. For more information, our partner Kno2 released an [excellent video discussion](#), and the ONC has written up an [overview with additional links](#).

We will deliver additional information related to the 21st Century Cures Act over the coming months, which will detail various product improvements to help prevent information blocking. Keep an eye out for those communications!

### Action Needed for On-Premise Practices: OPEN Version 22

The 21st Century Cures Act requires that all certified health IT developers like Office Practicum (OP) update and provide their customers with FHIR-based application programming interfaces, also known as certified API technology, by December 31, 2022.

As we prepare for this initiative, Office Practicum will provide all practices with a newly certified version of OP in December. When you receive the release notification, your practice will need to install the following to your On-Premise server:

- Office Practicum Version 21
- OPEN Version 22
  - This is the upgraded version of the middleware that supports OP

The OPEN 22 upgrade will need to be manually run on the practice server. Keep an eye out for your notification email, which will include a link to the upgraded installer and clear instructions on completing the installation.

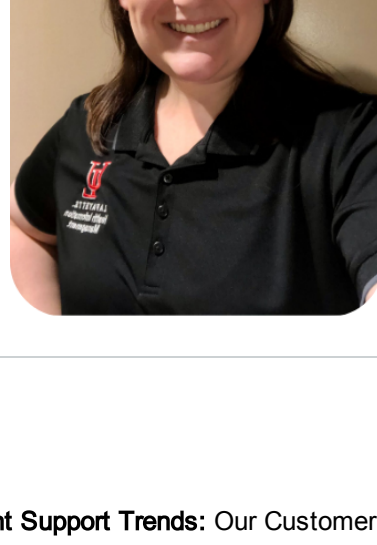
If you cannot upgrade to OPEN 22 using the instructions provided, please get in touch with OP Support via the [Support Hub](#) or by email for details on how we may assist.

## SUPPORT CORNER

### Thanksgiving Holiday Availability

Support will be closed for the Thanksgiving holiday beginning Thursday, November 24, and returning Monday, November 28. On-call staff will be available on Friday, November 25, for emergencies at 1-800-218-9916. Press option 2 for Support or option 9 for Emergencies. For non-urgent needs, please email [support@officepracticum.com](mailto:support@officepracticum.com) so our team can review your inquiry upon our return on Monday, November 28. Happy Thanksgiving from all of us at OP!

### Meet the Team!



Our Customer Support team is here to help when you need it most! We'll often introduce you to a team member to get to know them better and even recognize them the next time you call in. This month, meet our recently promoted Tier 3 Clinical Analyst, Emily Hillman.

Emily has been with OP since May 2021. Emily has a passion for healthcare technology, is a results-driven individual, and plays a crucial role in her team's success. She's exceeded expectations in working towards this next chapter in her career and has been an exceptional resource for our customers and the entire team. Having employees like Emily on our team makes our organization what it is today!

### Recent Support Trends

**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.



### 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.

## EVENTS & TRAINING

### WEBINAR:

#### The ABCs of RCM - Managing Your Billing with Ease

Are you meeting current industry benchmarks for your practice's RCM, or is there room for improvement? Are you capturing all of your billable charges after complex office visits? Is a delay in your A/R creating a significant impact on your practice's cash flow?

If you're unsure how to answer these questions, you may be leaving money on the table.

On **Tuesday, November 30, 2022, from 12:00-1:00 PM EST**, join us to learn:

- Ways to maximize your claims reimbursement rates
- How OP RCM averages compare to industry averages for MGMA benchmarks
- How transparency and visibility of a team approach leads to increased revenue

We'll offer solutions to improve your billing and real-world examples from OP customers who have used our RCM service so you can learn how to maximize your revenue and help your practice thrive!

[Register Now](#)

### PODCAST:

#### Community Integration Services



Office Practicum's [PedaTricks 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. In a [recent episode](#), host Shawn Rosler sat down with Dr. Ross Elinhom to discuss meeting clients where they're at with Community Integration Services: what are they, and where does a well-maintained EHR fit into the equation?

[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.

#### REDUCING INSURANCE A/R WITH ERA PAYMENT POSTING

Thursday, November 17, 2022  
3-4 pm EST

[Register](#)

- Learn how to import and post an ERA
- Work with Recoups
- How to handle secondary, HSA, and interest payments

#### SECURITY SETTINGS

Thursday, December 1, 2022  
12-1 pm EST

[Register](#)

- Give individual rights
- Create new Security Groups
- Review permission meanings

#### MEDICATION & PHARMACY FAVORITES

Tuesday, December 6, 2022  
1-2 pm EST

[Register](#)

- Validate your Favorite NDCs
- Edit a favorite medication
- Create a favorite medication
- Updating Favorite Pharmacy List

### Upcoming Industry Events

#### Infectious Diseases in Children Symposium November 19-20, 2022 Booth #20



#### AAP CA Las Vegas Seminars November 17-20, 2022 Booth #30



### Engage 2023 User Conference Register Now for Early Bird Pricing!

When you [register before December 31st](#), you'll lock in our **Early Bird Price of \$829!** That's a **0% increase** from our last in-person event in 2019. You'll also be more likely to secure a room onsite at the Gaylord National Resort and Convention Center, located in the beautiful National Harbor area.



#### Who should attend?

We have a **robust agenda** with over 100 sessions that our community has asked for, and it's physically impossible for one person to attend them all! The good news is that there is something for **every role** and **every skill level**. Send at least one person from **each area** of your practice to divide and conquer! Our registration process makes it easy to register multiple people at the same time. On the fence? See why **YOU have to attend** this event!

[Register Now](#)

[Already registered? Don't forget to book your hotel room.](#)

[I want to learn more before I register.](#)

## 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 practices' 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.

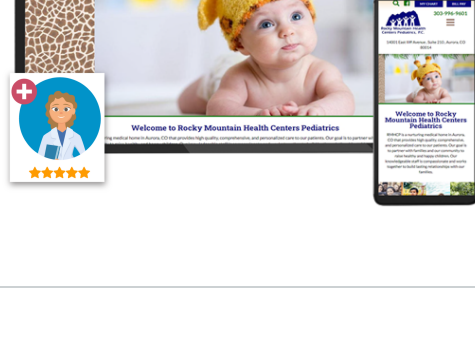
[Submit new info](#)

### Free Website Assessments

Did you know the average practice loses ~5% of patients each year? This could be attributed to kids who age out or move to a new city. Whatever the reason, you need to replace them.

Did you also know that parents who book an appointment make 3 times more online searches to find a pediatrician than those that don't - a search that can take them to your website?

But not just any website will help you grow and manage your business. **You need a website that, working for you around the clock to automate most of your business marketing and patient engagement needs, frees you up to focus on patient care.**



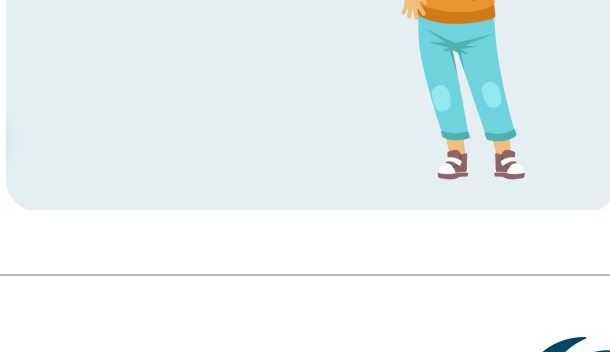
To help you know if your website is optimized for success, OP's Account Management team is now offering a **comprehensive, free assessment of your online presence.**

**And as an added bonus, we are offering \$2,000 off all new website purchases made by November 30.**

**Get started now and set up time with your OP account manager.**

[Yes, I want a free assessment](#)

### 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!](#)