Client Newsletter
January 2023

Happy New Year 2023!

2022 was full of change here at OP, from the acquisition of Remedy*Connect* at the start of the year to the launch of our new Mental Health Monitor this past November, and we expect 2023 to be just as busy.

In addition to the content below, there are a ton of great learning opportunities scheduled for you this month! With free training sessions and educational webinars, we're here to help you and your team be as successful as we know you can be. So keep on reading and have an amazing year!

Engage 2023 User Conference

Extended Early Bird Discount!

Our extended January 15 Early Bird discount deadline is right around the corner! Don't miss out on your chance to secure our best conference registration rate. On the fence? Check out all of the details on our conference page.

Questions? Email us: engage@officepracticum.com.

Register Now

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.

FEATURED JANUARY WEBINAR!

Tips to Reduce Your EHR Documentation Burden

The burden of extensive clinical documentation has had a negative impact on healthcare providers; providers already facing burnout due to the lasting impacts of the Covid-19 pandemic. Pediatricians are overwhelmed with too much paperwork, they lack time to focus on patient-centered care, and they rarely make it home for dinner on time. How can this burden be reduced?

Join us **Wednesday, January 18 at 7 PM EST** for a panel discussion focused on ways to create efficiencies so that you can regain control of your time without sacrificing your joy in practice or your work-life balance.

Active members of our provider listserv may recognize a few familiar names in the speaker lineup:

- Dan Feiten, MD - Medical Director and Leader of Product Innovation, Office Practicum
- Suzanne Berman, MD - Past Chair of AAP's Section on Administration and Practice Management (SOAPM)
- Vincent Iannelli, MD - President, Lake Ray Hubbard Pediatrics

We can't wait for you to join us to learn more about this important topic!

Register Now

PRODUCT NEWS

Recent Release Highlights

Our next big release is slated for this February, so while you wait, let's take a look at some highlights you may have missed from our huge OP 21 update last month.

Quick Access for Patient Charts

Tired of the extra keystrokes needed to pull up a patient you just saw? Good news! Access to the last 5 patient charts you've closed is now available using the drop-down arrow that has been added to the following areas of OP:

- Document Management
- Tasking
- Messages
- Bulk Payments
- Medical Records

Please note that these patients will *only* appear if their chart has been opened and closed; searching and selecting a patient alone will not make them appear in this drop-down.

Searching for Staff

For larger practices, it can sometimes be difficult to find a particular staff member in your directory - particularly if their name falls somewhere in the middle of the alphabet. This is no longer an issue following the release of OP 21: to allow users to quickly and easily find a staff member, a Staff Search field is now available in the Staff Directory. So next time you need to update the settings for Betty Biller or deactivate Nurse Nancy, just type in their name and get to work!

Audit Trail Improvements

Several improvements have been made to two areas of the Audit Trail: the Audit Trail of Changes to Records and the Log of Access and Review of Records tabs.

Audit Trail of Changes to Records:

- A new Source column is available to add, displaying the source name for any Medications, Allergies, and Problem List data that may have come in using the newly improved data reconciliation process.
- If a patient's CDA is edited or deleted, these actions are now recorded in this part of the Audit Trail

Log of Access and Review of Records:

- Users can now view if any areas of a patient's chart were accessed via Emergency Access use
- Users can now view when a patient's Implantable Devices, Development Milestones, Asthma Plan, and General Notes have been opened and closed
- Users can view when areas within Encounters, Well Visits, and documents within Document Management have been opened and closed

SUPPORT CORNER

OP-timizing Your Support Ticket:

If you need to open a ticket with our Support team, it's important to provide the best, most relevant information upfront. When emailing Support or opening a ticket on the Support Hub, please be sure to include details like the following in your initial request to expedite the review & resolution of your inquiry:

- Patient Acct Number(s)
- Dates of Service
- Workstations Impacted (1 or all)
- Staff Users Impacted (1 or all)
- Specific Location Impacted (1 or all)
- Error Message Verbiage (if applicable)
- Depending on the request, screenshots can also be incredibly helpful! Just be sure to remove or block out any PHI before sending

Regardless of the situation, the more information you can provide upfront will help cut down on email & phone tags. We're looking forward to hearing from you!

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 are 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?

eLearning Announcement

With so many staffing issues facing the healthcare industry today, it's more critical than ever to ensure that easy-to-understand knowledge is there when you need it, wherever you need it. Does your new front-desk user need a crash course on check-ins? Is your practice manager taking on billing work to fill a gap in staffing? Or do you feel like you just need a refresher on the basics? Regardless of your situation, OP eLearning is here to help.

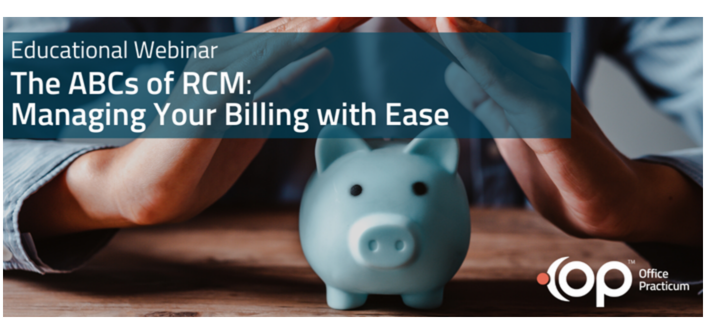
Our resources are up-to-date and available 24/7 to help develop, reinforce, or refresh your staff's knowledge and understanding of Office Practicum. With simulation-based training that lets you test out workflows without fear of breaking something, to more traditional learning options like webinars or quick reference guides, we have the tools you need to learn in the way that works best for you.

Our Instructional Design Team is committed to enhancing your understanding of OP and the myriad benefits to your practice, guiding you through the content they develop and helping you understand how eLearning can benefit your staff (and improve your bottom line).

So what are you waiting for? Learn more about the team and all they can do for you!

EVENTS & TRAINING

ON DEMAND WEBINAR
The ABCs of RCM - Managing Your Billing with Ease



Watch our on-demand educational webinar 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!

Watch Now

Bookmark to watch later.

PRODUCT TRAINING WEBINAR
Mental Health Monitor

Are you struggling to track the behavioral and mental health needs of your patients?

If you answered 'yes' or you're unsure, then tune into this on-demand training webinar to learn the ins and outs of OP's new **Mental Health Monitor**— a data-driven dashboard that provides you the information you need to focus on the care of your most vulnerable patients.

Listen in and learn:

- What the Mental Health Monitor is
- How to access and set up the Mental Health Monitor
- How to leverage the actionable data to help monitor and treat patients

Tune in

Free Trainings

Register today for an upcoming FREE training sessions in our Help Center!

Reducing Insurance A/R w/ EOB Payment Posting

Tuesday, January 17, 2023
3:00-4:00 pm EST

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

Register

Reducing Insurance A/R w/ ERA Payment Posting

Tuesday, January 24, 2023
3:00-4:00 pm EST

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

Register

Clinical Reports (DAR)

Wednesday, January 18, 2023
2:00-3:00 pm EST

- 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
- Creating/Printing Letters from the Demographic Analysis Recall Report
- How to send messages

Register

Medication & Pharmacy Favorites

Tuesday, January 24, 2023
11:00 am-12:00 pm EST

- Validate your Favorite NDC's
- Edit a favorite medication
- Create a favorite medication
- Updating Favorite Pharmacy List

Register

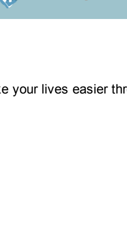
Vaccine Setup 101

Thursday, February 9, 2023
11:00 am-12:00 pm EST

- 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

Register

STAY IN TOUCH



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!

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

Office Practicum