Client Newsletter
February 2023

This February, Reignite Your Love for OP ❤

Valentine's Day 2023 may be in the rearview mirror, but here at OP we want to make you fall in love all over again with our outstanding, pediatric-specific functionality. We are thrilled to announce that Office Practicum is the **first** EHR to receive Drummond Pediatric Health IT Certification, building on our work to achieve and maintain our 2015 Edition (Cures Update) ONC Certification. Look for more details in the Regulation Station segment of the newsletter below!

In addition to this exciting news, we've added new vaccines to VacLogic+, introduced Bright Futures surveys *en español*, and are looking for any opportunities to reduce clicks and keystrokes. We also want your feedback! In addition to the standard surveys included each month, we are asking for your comments regarding pediatric survey use. Be sure to contribute later in the newsletter.

PRODUCT NEWS

Regulation Station

2015 Edition (Cures Update) ONC Certification

Over the past year, the OP team worked incredibly hard to achieve two certifications – the first being the 2015 Edition (Cures Update) ONC Certification. The ONC certification is all about Information Sharing: their main goal is the promotion of interoperability for the benefit of the patient, ensuring secure and easy access to their electronic health information. This means that it may be time to take a look at your practice's information sharing policy to ensure that it captures the various components needed to keep you compliant.

To that end, we've developed a FREE Information Sharing Workbook that walks you through the entire process: how you share information today, what information you should share (and how!), where exceptions may apply, and how you can plan for ongoing compliance. Download it now.

Interoperability is a big buzzword in health IT, but what does it actually mean for you? The work that our team has done to promote data standardization and the ability to segment and share information is not only keeping up with the industry – it's putting us ahead of the curve. Whenever you explore opportunities such as new state or federal grant programs, you won't have to worry about whether your EHR technology can support your goals: as an ONC-certified platform, OP has you covered.

Through our new FHIR APIs, OP is preparing the tools necessary to connect with new partners and new projects, with the goal of delivering a more robust set of options for our customers. Although still in the early stages, these APIs will empower us to partner with new vendors and develop new connections; the result? Easier access to the health information of the patients and parents you serve, wherever and whenever they see fit.

Don't want to manually build a brand new connection just to share information with your patients? The OP Patient Portal is by far the easiest way to comply with the 21st Century Cures Act, enabling your team to share information like notes, lab results, and more, automatically. Do you have questions about your existing portal, or need to set one up for the first time? Contact your account manager today!

Drummond Pediatric Health IT Certification

Our second certification is the Drummond Pediatric Health IT Certification. This program results from the expansion of existing pediatric health IT work, primarily speaking to the six recommendations included in the 21st Century Cures Act Final Rule. The ONC recognized that most EHR vendors are not focused on functionality for the health of children, which led to the creation of those recommendations, offering a way for these vendors to voluntarily go above and beyond the 2015 Edition (Cures Update) ONC Certification.

It's more important than ever to do away with generic tools: pediatricians know better than most that children are not simply small adults, and there are many intricate details that need to be considered in order to appropriately care for a child. We are proud to serve this community of providers by being the first pediatric EHR to receive the basic Ambulatory Certification in addition to six advanced badges, each speaking to our dedication to pediatrics: Care Team/Planning, Data Exchange & Interoperability, Immunization, Medication Management, Quality Reporting, and Well Child Care.

Pediatric Health IT Certified for the following clinical setting:

AMBULATORY Certification

Demonstrated optional Advanced Achievements:

- CARE TEAM/PLANNING (Level: 3)
- ADVANCED IMMUNIZATION (Level: 4)
- QUALITY REPORTING (Level: 3)
- DATA EXCHANGE & INTEROPERABILITY (Level: 1)
- MEDICATION MGMT (Level: 1)
- WELL CHILD CARE (Level: 1)

Recent Release Highlights

Our release notes are *improving!* Look out for new symbols when reading through the notes, including tags to call out changes related to the Lexa Clicks Campaign, Major Updates, and Increased Accuracy. We always encourage you and your team to review the release notes in full, but in the meantime, check out some of the highlights below.

But first… A Brief Questionnaire on Pediatric Developmental Screening Survey Use.

Our clinical product team is looking for your thoughts regarding how often you are currently using **validated developmental screening tools**. Please take a moment to offer your feedback and contribute to our mission of being the EHR built by pediatricians, for pediatricians.

Bright Future Surveys: Now Available in Spanish

Our clinical team has added Spanish Bright Futures Developmental Surveillance surveys, based on the current AAP toolkit, which are available to preview and download from our Help Center for any practices that wish to utilize them. All new surveys are named "Spanish Bright Futures (age) Developmental Surveillance".

1b	bright-futures-1mo-week-(observations)-screening-en	bright-futures-parental-perceptions-1mo-week-es
2m	Spanish Bright Futures 1 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 1 month old
2m	Spanish Bright Futures 1 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 1 month old
4m	Spanish Bright Futures 2 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 2 month old
4m	Spanish Bright Futures 2 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 2 month old
6m	Spanish Bright Futures 4 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 4 month old
6m	Spanish Bright Futures 4 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 4 month old
9m	Spanish Bright Futures 6 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 6 month old
9m	Spanish Bright Futures 6 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 6 month old
15m	Spanish Bright Futures 9 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 9 month old
15m	Spanish Bright Futures 9 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 9 month old
18m	Spanish Bright Futures 12 Day 15m Visits Developmental Surveillance	Spanish Bright Futures parental perceptions for 15 mo year old
18m	Spanish Bright Futures 12 Day 15m Visits Developmental Surveillance	Spanish Bright Futures parental perceptions for 15 mo year old
24m	Spanish Bright Futures 1 Year Developmental Surveillance	Spanish Bright Futures parental perceptions for 1 year old
24m	Spanish Bright Futures 1 Year Developmental Surveillance	Spanish Bright Futures parental perceptions for 1 year old
30m	Spanish Bright Futures 18 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 18 mo year old
30m	Spanish Bright Futures 18 Month Developmental Surveillance	Spanish Bright Futures parental perceptions for 18 mo year old
36m	Spanish Bright Futures 2 Year Developmental Surveillance	Spanish Bright Futures parental perceptions for 2 year old
36m	Spanish Bright Futures 2 Year Developmental Surveillance	Spanish Bright Futures parental perceptions for 2 year old

How to install templates into OP:

- Go to the Surveys article in the OP Help Center
- Download the new surveys marked "Spanish Bright Futures" as described in the screenshot above
- Follow the instructions in this Help Center article to load the surveys into OP
- You can then attach them to any well check templates as applicable

New Vaccines Available

Forecasting in VacLogic+ along with the corresponding CPT codes is now available for the PCV15 and PCV20 vaccines and the kidzke and baby bivalent COVID vaccines. Please review these practices that manually added the COVID vaccines according to our previous guidance should not notice a material change.

In addition to those updates, two labs vaccines (mvoxa and Rabavert) and Prevnar 20 have been officially added to the OP database, along with the CPT codes. Because the rabies vaccine is not ACIP-recommended for the general US population, predictive dosing/spacing support will not be added to VacLogic+.

Fewer Clicks for Appointment Confirmations

After appointments are confirmed on the schedule, an OK icon should appear. Previously, the OK icon did not appear on the schedule immediately after the user marked an appointment as confirmed. The user had to force a refresh, i.e. click on the Tracking screen or another day on the Schedule, before seeing the OK icon on the schedule. Now, the screen refreshes automatically and icons refresh immediately after the appointment is confirmed, meaning fewer clicks for you!

SUPPORT CORNER

Welcome to the OP Family!

Our Support Team has been hard at work onboarding four talented new support analysts to better serve your needs. We're thrilled to introduce Makenzie Decker, Miyasha Redd, Michael Payne, and Kiana Echegaray to the team! Our new team members come with a strong, experienced background in patient care and are passionate about healthcare technology and its positive impacts on our communities. They look forward to working with you and helping to solve any problems that may arise.

Mackenzie Decker

Miyasha Redd

Michael Payne

Kiana Echegaray

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.

EVENTS & TRAINING

OP Educational Events

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 OP community members join the guest list to discuss impactful topics.

In a recent episode, host Shawn Rooker sat down with Instructional Designer Supervisor Karen Labanz to discuss the concept of *Just-In-Time* training: what is it? How is it employed and how does it work? And perhaps most importantly: why does it matter to learners? Shawn and Karen seek to answer these questions and more, so be sure to check it out today!

▶ Tune in

Free Trainings

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

Reducing Insurance ARs w/ ERA Payment Posting

Thursday, March 2, 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

Security Settings

Tuesday, March 7, 2023
1:00-2:00 pm EST

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

Register

Referrals Workflow

Wednesday, March 8, 2023
3:00-4:00 pm EST

- Creating referral tasks
- Create the referral and print the referral or send it if the office has the capability of sending it electronically
- Re-issuing a Referral
- Respond to a Referral - Best Practices for closing the referral (completing the process, Med Rec.)

Register

Vaccine Setup 101

Thursday, March 9, 2023
1:00-2:00 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

Engage 2023 User Conference

Engage registration prices jump at the end of this month!

You don't want to miss out on:

- Keynotes focused on **driving pediatric care forward** presented by AAP President, Dr. Sandy Chung and Knoji Cofounder, President, and CTO, Theresa Bell
- Gaining practical suggestions for identifying adjustment difficulties in **children** in Dr. David J. Schonthal's session entitled "**Supporting Children, Families, and Ourselves in the Aftermath of Crisis**"
- Our robust agenda featuring industry topics, workflow hacks, tips & tricks, how-tos, and much more
- Networking, chatty, and fun with fellow OP pediatricians, practice owners, practice managers, clinical staff, and billers — there's something for everyone!

Register now to save $140

Don't miss out on your chance to secure our best conference registration rate. On the fence? See why you have to attend this event!

Questions? Email us: engage@officepracticum.com.

When: April 13-15, 2023
Where: Gaylord National Resort & Convention Center, National Harbor, MD
Attire: Business Casual (with comfy shoes!)

Register Now

Already registered? Don't forget to book your hotel room.

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 rockoned 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 proper flow of 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

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