



## Summer Isn't All That's Heating Up

You might expect summertime to be a time of rest and relaxation - kicking up your feet with a good book or hitting the beach for the 4th of July. However, at OP, we know this could be a busy time of year for pediatricians. Whether you're planning resources for back-to-school or taking advantage of the slower days to gain new certifications, this is a critical season for you and your teams. As for us, every team is going strong all summer long looking for ways to improve your day through technology. Keep reading to find out what we've been up to!



## PRODUCT NEWS

### News from the OP Product Team

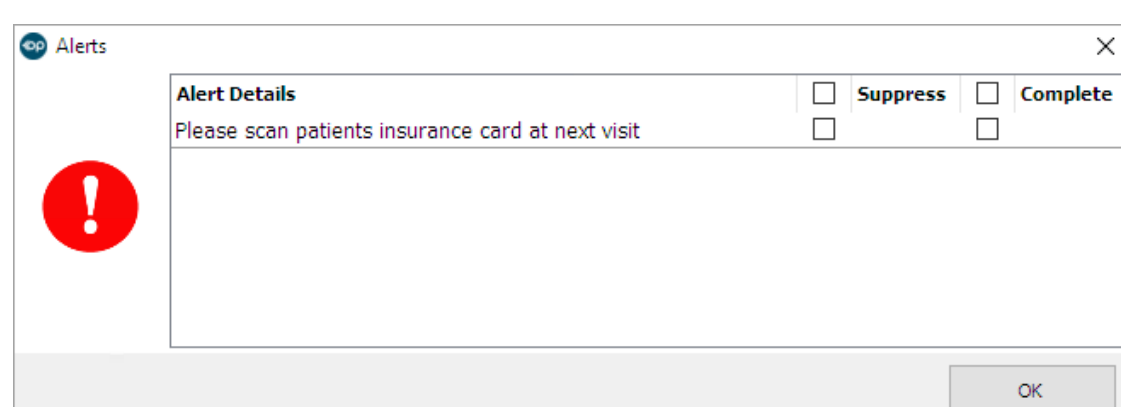
The Product team has been hard at work this summer, making improvements both visually and behind the scenes. Our next big release, 21.4, is coming later this summer. Below, we've highlighted one of the most highly-requested features from our [Aha Ideas Portal](#). This portal is where real users from the OP Community can recommend the features and functionality they'd like to see in future OP releases. We've also included a couple of other product updates you want to take advantage of.

#### Patient Alerts

The new Patient Alerts module allows you to create custom patient alerts that will be presented to staff members within the specified departments throughout their workflows, helping to ensure you and your team get all the critical information about the patient. In the Alerts Module, you will be able to:

- **Define the alert name and description:** A strong name and description help other departments and team members understand what each alert is for and when somebody should use it.
- **Determine which department(s) the alert presents to:** Want to restrict alerts with information about the patient's health to clinical staff members only? Or do you only want billing staff to see when an alert involves a financial message? However you'd like to manage these, we make it easy.
- **Define a timeframe that the alert should be active (optional):** Choose a specific start date for your alerts. For example, alert your billing team if a family doesn't pay their balance by a particular date or a reminder to ask patients about something affecting them clinically.
- **Define where within OP the alerts are presented to the user:** This is where the real flexibility of this tool comes into play— choose specific windows in OP where the alert displays for your staff to optimize visibility for important messages.

After setting up and activating an Alert, the end result that's presented on-screen will look like this:



We are excited to deliver this highly-requested feature and improve your interactions with your patients and their caregivers. Keep an eye out for more details in Release 21.4 later this summer!

#### Carequality Bi-Directional Integration is NOW LIVE!

Take your practice's interoperability to the next level by connecting to Carequality! This trusted bi-directional framework enables you to share data with other [connected organizations](#), whether the hospital down the road or urgent care across the country. It gives you instant access to the data you need to coordinate your patient's care within their chart in OP.

No more scanning in paperwork and keying data in manually. Do away with the errors that come with missing or inaccurate information— [contact your Account Manager](#) to see how Carequality can improve your workflows today.

#### New Automation Available for Review Builder by RemedyConnect

A significant improvement is coming for how [Review Builder](#) by [RemedyConnect](#) works for OP practices, revolutionizing how you work with this fantastic tool daily. Starting Wednesday, July 26, the manual work your team completes each evening to send these critical messages to your patients will be eliminated if you've opted into this automation. This means you will no longer need to run your report to upload to RemedyConnect at the end of each day - it will be pulled automatically at 6 pm EST, triggering the messages to prompt your patients for a review of their visit that day. The following day's report will include any patients seen after 6 pm EST.

To use this automation as an [existing Review Builder client](#), please [complete this short form](#), and a team member will contact you. **Note:** Please disregard if you have completed this form based on our previous communications.

Want to learn more about Review Builder and how it can boost your Google rating to 4.89 as it did for [Pediatric Associates' overall onsite rating](#)? [Give us a shout today](#).

## SUPPORT CORNER



### Eliminating Phone Tag

Schedule time to directly connect with our Tier 2 and Tier 3 Support Analysts! We've incorporated a self-scheduling tool in our case-related client emails. Keep an eye out for a ["schedule time with me"](#) link in case email correspondence to connect with the case owner at YOUR availability.

### Setting New Staff Up for Success

Training opportunities for new hires are crucial. Be sure to [check in with your Account Manager](#) to sign up for eLearning or live training for any new hires in your practice. Your team members' success is your success. Investing in their knowledge of the program will onboard them with the necessary tools to hit the ground running faster and be more productive.

### 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.



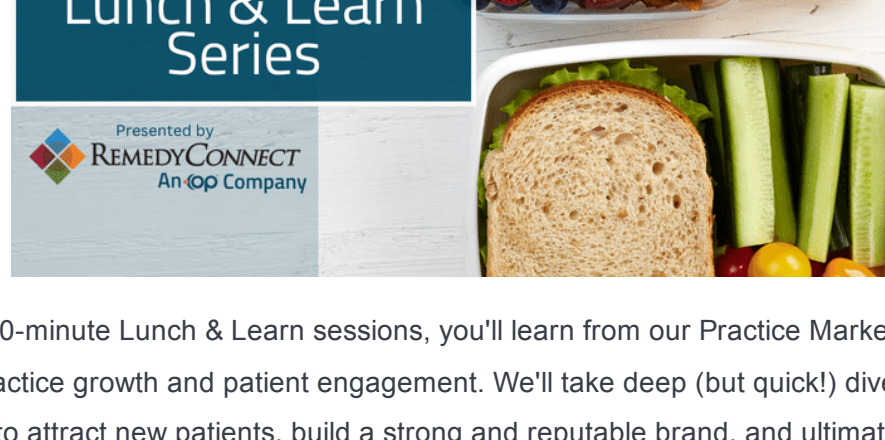
#### Looking For Support?

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

### Upcoming RemedyConnect Lunch & Learn Series



Over a series of five 30-minute Lunch & Learn sessions, you'll learn from our Practice Marketing Experts how to build a strategy for practice growth and patient engagement. We'll take deep (but quick!) dives into how to optimize your online presence to attract new patients, build a strong and reputable brand, and ultimately increase your revenue. Attend any or all five unique sessions. [See the full schedule of sessions and register here!](#)

**Note:** Recordings will also be available on this page in case you miss us!

### Pediatric CEO Intensive



OP is proud to be the title partner of the [Pediatric CEO Intensive](#), a specialized conference of honors-level sessions and hands-on workshops that can help you:

- Gain the tools you need to evolve your leadership as the visionary of your seven-figure business
- Work with business industry leaders in hand-on workshops to design effective workflows to manage your people
- Cultivate meaningful relationships with other pediatric CEOs who speak your language and can serve as your sounding board

**November, 10-12, 2023**  
**Charlotte, North Carolina**

[Learn More](#)

### Tips & Tricks

Our Instructional Design team has been hard at work developing new tools and resources to help you and your staff streamline your use of OP and work with the tools more efficiently and effectively. The team is thrilled to release their newest batch of Quick Tip videos, this time exploring all things eLabs. This collection of 7 short videos covers everything from an overview of eLabs to managing unmatched results and everything in between. Ready to start improving your eLabs workflow? [Check out the new Quick Tip videos!](#)

### In Case You Missed It

#### On-Demand Webinar: RCM Best Practices: Understanding KPIs, Benchmarks, and Performance Improvement

Monitoring the health of your patients is at the heart of every pediatric practice. But how often do you think about the health of your practice? Are you using benchmarks and KPI goals to monitor your financial success? Do you know what it takes to boost cash flow in your practice? If not, you could overlook critical process issues or leave hard-earned money on the table.



Earlier this month, revenue experts from our RCM team got together to discuss these questions and teach you how to:

- Review the pediatric-specific KPIs you should monitor, including volume, efficiency, and time-to-pay metrics.
- Identify areas of improvement, efficiency, and growth.
- Show you how benchmarking KPIs can provide insight into how your practice is performing, then put an action plan in place to improve financial outcomes.

So take some time to learn more about this vital topic and [check it out today!](#)

#### Pediatric Success Series Blog Rewind!

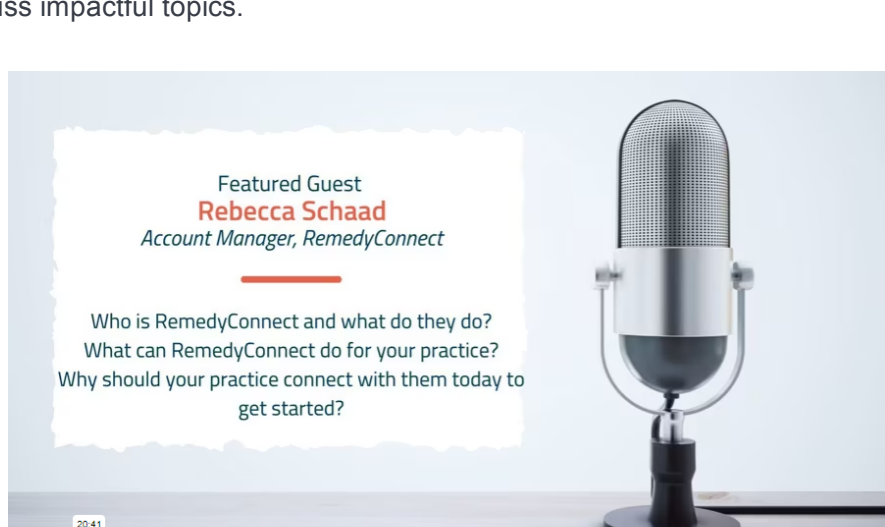
We wanted to spotlight an important topic we covered in a blog around this time last year: [Summer Activities for Teens and Tweens that Promote Mental Wellness](#). For many children and young people, summer is one of the most anticipated times of the year. School is out, and schedules are much more free and open. However, this unstructured time isn't always easy and may be especially challenging this summer.



Check out [our post](#) to discover some tips and tricks to recommend in your practice or even with the kiddos in your own life!

#### 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 Rosler sat down with our own Rebecca Schaad, RemedyConnect Account Manager, who shared her knowledge and insight on what Remedy can do for busy practices like yours. Who is RemedyConnect, and what do they do? How can their solutions help practices like yours? And why should you connect with them to find out more?

[Give it a listen](#)

### Free Trainings

[Register today](#) for FREE training sessions! Here are some of the upcoming sessions.

#### Security Settings

**Tuesday, August 1**  
**1-2 PM EST**

*For: Office Managers and Practice Administrators*

[Register](#)

Learn how to:

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

#### Vaccine Setup 101

**Thursday, August 3**  
**1-2 PM EST**

*For: Clinical Staff in charge of Vaccine Inventory*

[Register](#)

Learn how to:

- Prep vaccine setup for Go-Live
- Keep vaccine inventory up to date and pull reports
- Update Vaccine Handouts and VIS publication dates

#### Referrals Workflow

**Wednesday, August 9**  
**2-3 PM EST**

*For: Providers and Referral/Care Coordinators*

[Register](#)

Learn how to:

- Create referral tasks
- Create the referral and print the referral or send the referral
- Re-Issue a Referral
- Respond to a Referral
- Follow Best Practices for closing the referral loop

Additional FREE training sessions for other practice roles are also available and open for registration. [Check out the full schedule here.](#)

## 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 can add or edit more than one contact at a time without needing to submit the form multiple times.

[Submit new info](#)

