

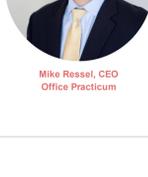


It's That Time of Year Again!

As the adage goes, time flies when you're having fun! The entire OP Community must have had a blast this summer because it's back-to-school season already! We have some exciting information for you in this month's newsletter, but we wanted to kick things off with a big announcement!

A HUGE OP Family Welcome Is in Order

Please join us in warmly welcoming Office Practicum's new CEO, Mike Ressel. A highly accomplished Health IT executive, Mike comes with 20+ years of experience that will help us deliver even more value to every organization we serve as we begin this new chapter in our company's history. We admire Mike's ability to act as a driver for positive changes in the organizations he's been a part of because he's someone who makes a kind, inclusive, and open company culture a priority - the kind of culture that helps great ideas thrive.



Mike Ressel, CEO
Office Practicum

We're thrilled that Mike's decided to join our team and look forward to each and every one of you getting to know him over the next several months. But this isn't your only exciting update this month, so keep reading to learn more!



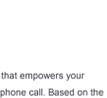
PRODUCT NEWS

Recent Release Highlights

Here are some of the highlights of the great new features included in our **21.3 Release**. And don't forget to check out OP Rise, featuring notes from our Chief Medical Officer, Dr. Dan Feiten, a little further down for a reminder and a request for your feedback.

Changes to the Prescription Writer Window

To streamline and simplify the process of sending prescriptions to the pharmacy, here are some of the enhancements recently made to the Prescription Writer window:



Click thumbnail to enlarge

- A Pharmacy drop-down is now displayed toward the top of the window, reducing the number of clicks required to send a prescription to the pharmacy electronically.
- The patient's most recent height and weight have been consolidated into a single line, simplifying the overall layout of the window.
- The Send button was relabeled 'Continue' button and will be greyed out if a pharmacy was not selected from the drop-down.

Updates in the Works

Updates to PMX+ Automated Messages

Last month, we released PMX+ Automated Messages, our new tool built directly into OP that empowers your practice to send automated appointment reminders and confirmations via email, text, or phone call. Based on the excellent feedback from the OP Community, several exciting enhancements to PMX+ functionality are currently in development and will be released this fall! These enhancements will allow end users to:

- Create billing reminders to send a message when a patient has a new balance
- Route cancellation requests directly to the location where the appointment was scheduled
- Schedule their own custom cadences for messages other than the standard 5/3/1 day reminder schedule
- Generate reports on PMX+ to better understand the overall utilization rates and messaging trends

Not currently using PMX+, but want more information? [Let us know](#), and we'll be in touch!

PMX+ and Patient Check-In: A Match Made in Heaven

All PMX+ Automated Messages customers will receive all Basic functionality in our upcoming Patient Check-In offering **at no additional cost!** The Basic features of Patient Check-In are expected to go into beta beginning this September, so please keep an eye out for updates in future communications. Here's what you can expect when it's ready!

When appointment reminders are sent out, the recipient will have the opportunity to:

- View Appointment Details & Patient Demographics
- Update Primary Contact Information
- Update Family Address
- Verify & Upload Photos of Insurance Card(s)
- Make Co-Payments & Patient Balance Payments

These messages and workflows will also be available for the recipient in English and Spanish Languages depending on their preference, just like the new templates introduced with PMX+ Automated Messages. When Enhanced Patient Check-In becomes available later this year, it will be available to purchase as an add-on service, and will introduce even more robust features like:

- Completing, signing, and sharing forms and surveys
- Making payments on family balances
- Saving payment methods on file
- Checking in for appointments
- Make Co-Payments & Patient Balance Payments

We're so excited to see how this new functionality will improve your daily workflows and patient engagement, and can't wait for your feedback. Want more information on PMX+ or Patient Check-In? [Let us know](#) and we'll get in touch!

Claim Scrubber NEW PRICING!

OP's popular Claim Scrubber technology just got better with new pricing! The new price is just \$29 per provider, per month, **down a whopping 36% from the original price!** Just \$29 per provider, per month could return literally thousands of dollars to your bottom line!

Are you curious how much revenue your practice is losing due to the cost of claim denials? Use this [Denial Impact Calculator](#) to find out!

When you start to add up the *real dollars* that claim denials cost your practice, you'll never want to bill without OP's Integrated Claim Scrubber, our built-in billing tool that provides real-time, on-screen claim scrubbing statuses, giving you the opportunity to fix claim errors before your claims go out the "door".

Ready to see how you can start saving lost revenue? Contact your account manager at solutions@officepracticum.com.



News From Our Chief Medical Director, Dr. Dan Feiten

Mark Your Calendars! Upcoming AAP Election Beginning September 13

Set a reminder in your phone to vote for the AAP president-elect from September 13 to 27. We are so proud to say that both candidates, Sue Kressly, MD, FAAP, and David Hill, MD, FAAP, are former OP superusers, and their voice for independent pediatricians is so critical at this time! [Read their bios here](#). And don't forget to vote!

Click-Reduction Campaign

I am seeking your help in our initiative to improve the efficiency and intuitiveness of the OP platform. In addition to the Ideas Portal, we have been seeking practical input with a [Click Reduction Survey](#) that has been shared with a handful of practices, who have been requesting feedback from every staff member in the office. Whether you're a provider, office manager, billing manager, or front desk employee, we wanted your input on the specific parts of the system you work in. The results so far have been insightful!

We would love to expand the survey to all practices, so please [share this link](#) with your staff and ask them to tell us how we can make their part of OP more intuitive and efficient. We are looking for this feedback across every member of the practice, so this is an opportunity for the various folks in your office to have their voices heard.

I look forward to hearing from you and better understanding how we can improve your efficiency! Thank you!

Dr. Dan Feiten

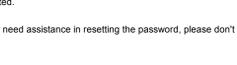
SUPPORT CORNER



Notice for All OP Cloud Practices - Keycloak Alert Message

Office Practicum is adjusting how documents are stored within the OP Cloud as part of our ongoing modernization efforts. This change is happening behind the scenes and will not impact any workflows for scanning, saving, or otherwise accessing your documents.

We have recently been made aware, however, that some users are seeing the following alert message when logging into OP, indicating that an error has taken place in connecting them to OP's centralized identity provider.



If you or anyone on your team is seeing the above error message, **that user will not be able to access documents in a patient chart until their Keycloak password is reset, which must be completed by an administrator in your practice.** And it's not just documents - various functionality throughout OP is connected to this centralized identity provider, so it's important to reset to ensure all other functions will continue to operate as expected. For detailed instructions on resetting your Keycloak password, [check out our Help Center article](#) on the topic. **Please note** that you must reset the Keycloak password specifically - resetting the OP password will not resolve the Warning. When a pop-up message indicates, "You have successfully reset the password," you'll know everything worked as expected.

If you have any questions or need assistance in resetting the password, please don't hesitate to reach out [via the Support Hub](#).

On-Premise Practices Using Windows Server 2012: It's Time to Upgrade!

All Office Practicum, our top priority is the security of our systems and your patient data. We take this responsibility very seriously, so we want to inform you that **Microsoft will no longer support Windows Server 2012/2012 R2 after October 10, 2023.**

Unsupported operating systems no longer receive security updates from the manufacturer, which could pose a risk to your data security. Keeping your environment updated is important to protect your patients' data. **Starting in the first half of 2024**, we will discontinue support for clients who are still running OP on Windows Server 2012/2012 R2.

But don't worry, we've got your back! Now is a great time to consider migrating to the OP Cloud environment - when you do, you won't have to worry about costly maintenance and server upgrades. Alternatively, you may also continue working with your IT provider to plan to upgrade your server.

Regardless of your choice, we care about your security and want to ensure you have the most secure environment possible for your patient data. Check out a few of these helpful resources for more information on converting to the Cloud:

- [Client Server to Cloud Transition - Help Center Library](#)
- [Overview & Benefits of the Cloud](#)
- [Cloud Conversion FAQs](#)
- [Cloud Minimum Requirements](#)
- [Cloud Privacy & Safeguards](#)

If you have any questions, don't hesitate to reach out [via the Support Hub](#). If you'd like more information or to discuss converting to the Cloud, [send us an email](#), and we'll have our Account Manager reach out. Thank you for being a valued part of the OP family, and we look forward to helping you ensure the continued safety of your data!

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 trying to figure out 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

ENGAGE

Office Practicum | RemedyConnect
USER CONFERENCE 2024
CAESARS PALACE, LAS VEGAS

* New for 2024: Pre-Conference Bootcamp! *

Pre-conference Bootcamp: Wednesday, April 17 - Limited spots available
Main Conference: Thursday, April 18 through Saturday, April 20

[Mark your calendar and keep an eye on your email for more details coming soon!](#)

Tips & Tricks

Patient Education

Earlier this month, one of our providers shared a great time-saving tip on the [Provider Listserv](#) on the benefits of sharing patient educational materials with parents and caregivers! This is a great way to save time during a visit and improve patient satisfaction and patient portal adoption.

Here's the example he gave: "I just had a mom ask about baby-led weaning at her six-month visit. Talked about it briefly (gave my opinion), but she really wanted to do it, so instead of spending another 15 minutes talking about it anymore, I simply sent a few articles to her portal account. I have added articles from trusted sources on most topics, from how to apply ear drops to how to do exercises for torticollis. Whether it is an add-on symptom or condition at the end of a visit or the primary reason they are there, I think sending this info to the patient is a great resource for them and a great time saver for me."

Here are a couple of articles to help you get started:

- [Patient Education Workflow](#): Walks through the different ways of sharing information and also shows what it looks like from the parent/patient perspective in the portal
- [Adding Links to the Content Library](#): Walks through the process of adding web links to the AAP/Local Content Library so that you can offer additional options



New Quick Tip Videos

The Instructional Design team has been hard at work putting together new Quick Tip videos for you and your team, this time focused on features highlighted by the OP RCM team. Check them out!

- [RCM - Running a SQL](#)
- [RCM - Verifying Eligibility](#)
- [RCM - Verifying Medicaid/MCO Payers](#)
- [RCM - Running a Transaction Analysis Report](#)

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 Jeannine Hathaway, Director of Training, to discuss how OP trains our practices. How has OP evolved in its learning strategies over the years, and what helps guide these decisions? And where is OP headed with this new age of learning? [PediaTricks Podcast Episode 73: Education Evolving - A New Age of Learning at OP](#)



[Give it a listen](#)

Free Trainings

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.

Referrals Workflow

Wednesday, September 6
2-3 PM EDT

- Create a referral task
- Create and print or send the referral
- Re-Issue a Referral
- Best Practices for closing the loop

[Register](#)

Reducing Invoice A/R w/ EOB Payment Posting

Thursday, September 7
3-4 PM EDT

- Post a paper EOB
- Post interest payments
- Payer Refunds, recoups, and overpayments

[Register](#)

Security Settings

Tuesday, September 12
1-2 PM EDT

- Give individual permissions
- Create new Security Groups
- Review Permission meanings

[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](#)