Client Newsletter
October 2023

Fall is Upon Us!

As the Fall season begins, the weather is becoming cooler near our Fort Washington, PA headquarters. This season brings back-to-school excitement for the pediatricians we serve and also means busy days as they prepare for the upcoming cold and flu season. In this month's edition of the OP Client Newsletter, you'll learn about some improvements on the horizon, vaccine-related updates, and a few upcoming events that might pique your interest. So, let's fall into some exciting news, and thank you for checking out our newsletter!

PRODUCT NEWS

We have a TON of news from the Product team this month! Keep reading for recent release highlights, a few notes for eFax and Review Builder users, and previews of upcoming functionality guaranteed to improve efficiency.

Recent Release Highlights

Vaccine Updates to Forecasting, Documentation, and More!

Here are some of the vaccine-related updates we've made over the past month, in our recent **21.3.12 release**.

New Maternal Vaccine Tracking: In the Maternal/Pregnancy tab of the History section of a patient chart, you can now document if a patient's mother had the Tdap and/or RSV vaccines administered during pregnancy by selecting Yes, No, or Unknown from the given dropdown. This dropdown is accompanied by a field to add the date for the vaccination.

OP Database Updates: The Vaccine Products code table (including their CPT, CVX, NDC, and GTIN details) has been updated to include RSV vaccines, Arexvy and Abrysvo, and the RSV monoclonal antibody, Beyfortus. Check out all of the updates made by our clinical team under the "New/Updated Vaccines" section of **the release notes**.

COVID Vaccinations: Refused Means Refused! Previously, when a COVID vaccine was refused, VacLogic+ still displayed the forecast as Due. This has been corrected so that when a provider documents the refusal, the forecast tab in the patient's chart will correctly display the Refused status and will no longer continue to forecast

Updates from the OP Product Team

A Quick Note for eFax Customers

We are transitioning our partnership for eFax integration within OP to Kno2, our partner for Carequality integration. **No action is needed on your part**; however, you may receive an email from support@kno2.com prompting you to set up an account. You can disregard or delete the message. Our team will notify you once the migration process is finalized.

Please note that your eFax experience will not change, and we don't expect any downtime during the transition process, so you can continue using eFax without any interruptions. We'll keep you informed about any updates regarding the migration.

Not an eFax user but interested in learning more? Send us a note, and your Account Manager will be in touch!

Are Your Practice's Google Reviews Lacking?

If so, or you aren't sure what kind of reviews you get, it's worth taking a look - especially given that 75% of patients (or their parents) only consider seeking care from providers with ratings of 4-5 stars.

Review Builder by Remedy*Connect* was recently updated to automatically send texts following every appointment, prompting a rating from the parent or patient. Ratings of 4-5 stars are posted as a public review, while 3 or fewer stars prompt a private survey. The results are undeniable, with one OP practice recently transforming what used to be a 3.2-star average to **an astounding 4.89 stars**.

Already Using Review Builder and Ready to Take Advantage of Automation?

Complete this short form, and a member of our team will be in touch with you to turn on your automation.

Note: *Please disregard if you have completed this form based on our previous communications.*

Want to Learn More About Improving Your Online Reputation?

Send us an email, and your Account Manager will reach out to discuss the solution in more detail.

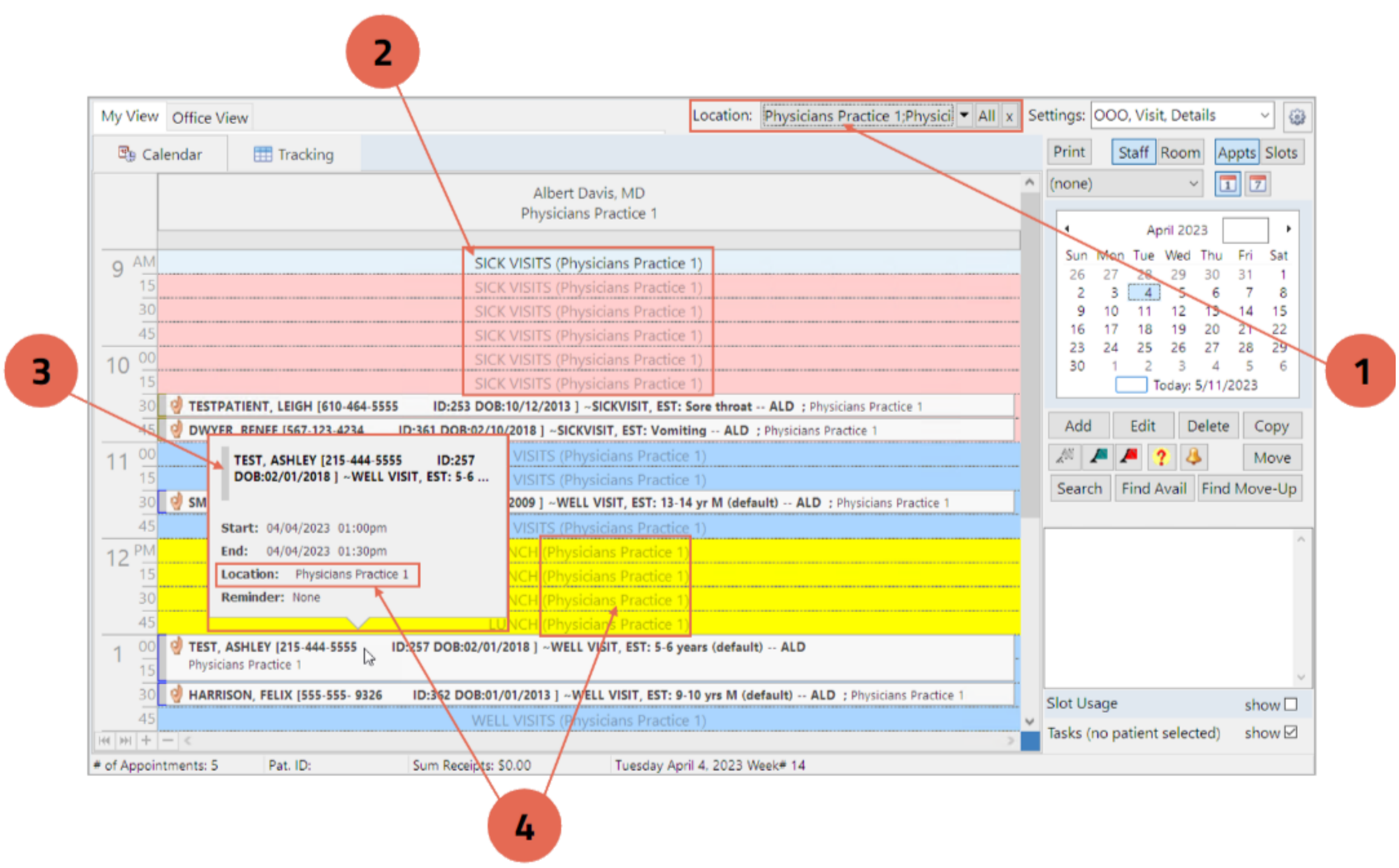
New Functionality Coming Soon!

Introducing Expanded Calendar Functionality

The OP Product team is thrilled to announce that some significant improvements are coming to the **Calendar,** simplifying the ability to schedule across multiple locations! Starting in our OP 21.4 release later this year, this new calendar will be implemented across all OP practices. Please keep an eye out for more communications, and start checking out the resources linked below. Here are some of the benefits of the new calendar:

- Your single calendar view can contain multiple locations simultaneously, so you and your team can easily schedule providers regardless of which location they are working.
- Timeslots can contain the name of the zone for intended appointment types, giving staff a quick visual cue when checking for open availability.
- Wave-over hints make it easy to see full event details on crowded days without having to open the appointment.
- In multi-location mode, both timeslots and appointments contain location names to avoid confusion about what is happening where.

Starting now, larger practices, *especially* those with multiple locations, should ensure they format their calendar using color-coded **Template Zones** in order to optimize and take advantage of the full benefits of these updates.



Additional highlights include:

- In multi-location weekly mode, providers can see their entire week at a glance, even if scheduled at multiple locations.

- By taking advantage of resources like our Slot Usage reports, administrators can easily monitor for things like optimal schedule density across the entire practice in multi-location mode.

Best of all, even with all these improvements and changes, our core user operations have not changed; the same action buttons and context menus mean you don't have to learn new behaviors.

Here are some resources to help you get familiarized with the new calendar:

- **New Calendar Overview Article**: Includes a complete overview of all the new features you can expect, along with a side-by-side comparison of the visual changes
- **New Calendar Overview Quick-Tip Video**: For the more visual crowd, this quick tip video also offers an overview, walking you through the highlights of the new calendar view
- **New Calendar Setup Article**: Includes a complete walkthrough of the process to set up the new calendar to work best for your practice
- **New Calendar Setup Quick-Tip Video**: A video walkthrough of the setup information that's included in the article above
- **Calendar Setup Articles**: All articles related to the calendar overall

We'll be sending out emails to all users as we near release, so keep an eye out for more information.

Multi-EPCS Coming Soon!

Our 21.3.30 release allows you to send up to FIVE controlled substance prescriptions electronically without changing how you prescribe! The only difference is quicker and smoother workflows!

- Your providers will no longer need to submit using tedious 2-factor authentication for each prescription individually. Instead, they can send as a batch of up to five controlled substances at once - saving the time it takes to process each Rx one at a time.
- You can also select multiple pharmacies as part of the same order, which is particularly useful if there are medication shortages in your area. Rather than completing an entirely separate submission for a prescription you know must be filled outside the patient's "home" pharmacy, everything can be submitted and processed as part of the same transaction.

Not currently using EPCS and want to learn more? Give us a shout, and your Account Manager will be in touch.

Updates to Practice Contact Information

There are so many reasons why adding a unique email address for each member of your current staff, including providers, is helpful. One of the main reasons is that communications are streamlined and get to the people in your practice who need them the most. Such as when:

- Opening and working on tickets with our Support team

- Implementing new services with OP
- Receiving updates from OP, such as this newsletter

If you'd like to update or add details for any member of your team, **fill out this quick form**.

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

Our top priority is the security of our systems and your patient data. We take this responsibility very seriously, so we wanted to inform you that **Microsoft will no longer support Windows Server 2012/2012 R2 after October 10, 2023.** This means that you will no longer receive security updates from them, which could pose a risk to your data security. **Keeping your environment updated is essential to protect your patients' data**. **Starting in the first half of 2024, we will discontinue support for clients still running OP on Windows Server 2012/2012 R2.**

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 can 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 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 your Account Manager reach out. 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. You can count on us to help you with any problem you might face.

Looking for Support?

Do you need help and are trying to figure out where to go? Visit the **OP Support Hub** to get in touch with 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.

Engage 2024 Registration Opening Soon!

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

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

Keep an eye on your email for more details coming soon!

Where You'll Find Us

AAP experience
WASHINGTON, DC 2023
National Conference & Exhibition

Headed to AAP NCE?
October 20-24 in Washington, DC

Stop by and see the OP team at booth #1526 *(and grab an exclusive OP swag bag)* and the Remedy*Connect* team at booth #1946. Hope to see you there!

In Case You Missed It

We hosted a summer Lunch and Learn webinar series to show you how Remedy*Connect* can improve your practice's online reputation, marketing efforts, and more. **Check out the recordings.**

Interested in a personalized discussion about Remedy*Connect's* solutions? Book a free 15 minute consultation call.

Tips & Tricks

Adding New 2023 Monovalent COVID Vaccines into OP

The fantastic Dr. Suzanne Berman, OP's Medical Director of Informatics & Instruction, has written a complete guide for all OP practices with detailed instructions outlining how to add the 2023 monovalent COVID-19 vaccines into your instance of OP. You can access **the complete guide here.** If you encounter any problems while adding the vaccines or have any questions, please don't hesitate to contact our Support team through the **Support Hub**.

Note: Please understand that the changes outlined in the guide will allow you to document and bill COVID bivalent vaccines contemporaneously. However, a small handful of issues won't be resolved until OP releases full support for new monovalent COVID vaccines. Please keep an eye on our release notes to know when full support becomes available.

New Quick Tip Videos

The Instructional Design team has been working hard to create additional Quick Tip videos for you and your team. This time, they have focused on SQL reporting and how risk groups operate within OP. Check them out!

- **SQLs**:
  - **SQL Overview**
  - **Building SQLs**
  - **Importing SQLs from the Help Center**
- **Risk Groups**:
  - **OP Risk Groups - Overview**
  - **OP Risk Groups - Adding a Group**

- **Patient Alerts (coming in OP 21.4)**:
    - **Alerts Overview**

New from eLearning: Course Player

As of September 29th, you now have a fresh way to interact with our eLearning tools. Our updated Learner Experience makes it easier for users to navigate through all the lessons in a course from **the new Course Player**. This includes quicker and easier access between lessons, fewer mouse clicks, and an exciting way to track your progress while taking the lessons. Keep an eye out for updates posted in the OP Help Center, and in the meantime, watch **this brief video overview** of the new functionality.

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 users join the guest list to discuss impactful topics with OP's user base.

In **a recent episode**, host Shawn Rosler interviewed Clinical Product Manager Drew Monaghan about patient messaging with PMX+. Drew not only explained the solution itself but also answered questions like: What is PMX+ capable of? How can it help your practice serve your patients and their families' needs better?

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.

Vaccine Setup 101

Friday, October 6
2-3 PM EDT

- Prep vaccine setup for go-live
- Keep vaccine inventory up to date and pull reports
- Update vaccine handouts and VIS

Register

Medication & Pharmacy Favorites

Wednesday, October 18
3-4 PM EDT

- Validate your favorite NDCs
- Edit a favorite medication
- Create a favorite medication
- Update Pharmacy Favorite list

Register

Reducing A/R w/ ERA Posting

Thursday, October 19
3-4 PM EDT

- Import and post an ERA
- Work with recoups
- Handle secondary, HSA, and interest payments

Register

NEW Trainings

As of next month, we'll be offering regular sessions on Patient Engagement, reviewing the features of both PMX Manual Messages and PMX+ Automated Messages!

PMX Manual Messages

Thursday, October 12
2-3 PM EDT

- Understand what Patient Message eXchange can do
- Configure PMX
- Develop a workflow for your office to incorporate use of Patient Message eXchange

Register

PMX+ Automated Messages

Thursday, October 26
3-4 PM EDT

- How to create Automated Messages
- Rules for Automated Messages
- How to set Bulk Delivery Preferences

- Basics of regulatory compliant messaging
- Reporting

Register

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. Send us:

- 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 most significant 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

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Fort Washington, PA 19034