



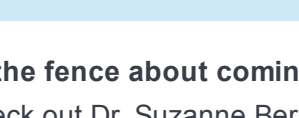
There's so much in store for 2024!

Welcome to the first newsletter of 2024, where the topics are as fresh as your New Year's resolutions, and the excitement is contagious! As we dive into this year's adventures, we're excited to be your trusty companion on a journey filled with innovation, updates, and **ENGAGEMENT**. Buckle up, because together, we're about to make 2024 the most unforgettable chapter yet!

DON'T MISS OUT ON WHAT'S SHAPING UP TO BE OUR BIGGEST USER CONFERENCE YET!

April will be here before we know it! Don't miss out on your opportunity to elevate your user experience and optimize how you use OP—the single most important software you use in your practice every day. Picture a fusion of education, networking, and fun that promises to inspire and empower you. Engage is more than just an event; it's a dynamic convergence of minds, bringing together OP users from across the country under one roof—because **this conference is about the community, the connections, and the contagious energy that comes when like-minded enthusiasts come together.** If you haven't registered yet, what are you waiting for? Mark your calendars, **save your spot**, and get ready to dive into an experience that's nothing short of legendary! **Get all the details and register now!**

Five Reasons Why You Should Come to Engage 2024



With Suzanne Berman, MD, FACP
OP's Medical Director of Informatics and Instruction

On the fence about coming to Engage? Check out Dr. Suzanne Berman's top five reasons why you should come!

Congrats to the lucky winners of our recent flash sale! These OP Community members jumped on the opportunity to register for Engage between December 15 and 18 and snagged raffle drawings of \$100 Amazon gift cards!

- Daniel Truong, DO, Mercer Island Pediatrics (WA)
- Daphne Roberson, High Point Pediatrics (NC)
- Eric Anderson, Florida Keys Pediatric & Adolescent Center (FL)

Share your love + apply your rewards to your Engage expenses!

Explore the benefits of our OP Referral Rewards Program today and **discover how you can accrue credits toward your OP 2024 Engage registration in Vegas!** By joining our rewards program, you become part of a thriving community of satisfied customers who actively contribute to the success of other pediatric practices. You also earn credits at a rate of \$250 per hour for your time spent with a potential future OP client, including incremental payments of \$62.50 per 15 minutes. If you've already registered and paid for Engage, the additional funds earned through this program can be applied to offset your existing expenses.

To get started, email OP at rewards@officepracticum.com and pave the way for a rewarding experience within our growing community.

PRODUCT NEWS

The rollout of our improved Calendar functionality has begun!

Get excited! The moment we've all been waiting for is here—the **improved OP Calendar** is officially rolling out! After months of anticipation and sneak peeks, the time has finally come to experience the fantastic functionality we've been raving about. Get ready for a smoother, more intuitive calendar experience that our early adopters are LOVING. Your journey to enhanced productivity awaits!

Here's what you need to do—**keep an eye on your emails.** As your practice is scheduled for your update, you'll receive a series of email reminders letting you know about your scheduled update. You'll receive a final reminder email a couple of days before your update. To support your duration of the transition, our Training Team will hold live Q&A sessions for you to join on the day your practice is officially live with the new calendar! Q&A session details will also be included in your series of update emails.

Recent Release Highlights

The adage says that breaking up is hard to do... but is it really?

Our recent releases include some updates that kick manual and time-consuming workflows to the curb—it's a farewell party you won't want to miss! Say hello to a world where efficiency is key, and the days of tedious tasks are a thing of the past.

Say Goodbye to One-At-A-Time Controlled Substance Prescriptions

Drumroll, prescribers! Brace yourselves for an update that's sure to revolutionize your Rx routine for EPCS. Gone are the days of sending controlled substance prescriptions one by one—we're introducing the power to send up to five prescriptions at once! No more authentication acrobatics; just one smooth dance with DrFirst, and you're good to go. Save time and enjoy the freedom to prescribe seamlessly, whether it's to one pharmacy or five. **Learn all about this time-saving new feature here.**

Your Data Export Dream Come True— Scheduled EHI Data Exports Are Here!

Both Cloud and On-Premise practices can now schedule the export of electronic health information (EHI) data for patients effortlessly. Say goodbye to manual hassles—imagine having the flexibility to set it and forget it with a seamless solution that puts you in control, making data scheduling a breeze. Get ready to experience a new era of efficiency as you sync, schedule, and celebrate the **streamlined process!**

New strides in tracking the well-being of patients and their families

Tracking social determinants of health (SDoH) for children and families just got easier! We've recently added new SDoH tracking features to meet the latest USCDI v2 requirements. Cheers to a simpler and better healthcare journey! **Learn more about the new features for risk assessment, goals, and interventions here.**

Streamlined Tasks, Miscellaneous Notes, and Warnings

Streamline your Tasks, Miscellaneous Notes, and pop-up warnings into one clean and customizable alert system! It's like your control center for notifications. Define alerts, tailor them for multiple departments or just one, copy seamlessly amongst siblings, hit the "snooze" button when needed, and specify start and end dates—the power is in your hands! Get ready to elevate your user experience with **this game-changing addition to OP!**

RCM SPOTLIGHT

Introducing Credentialing and Enrollment Services!



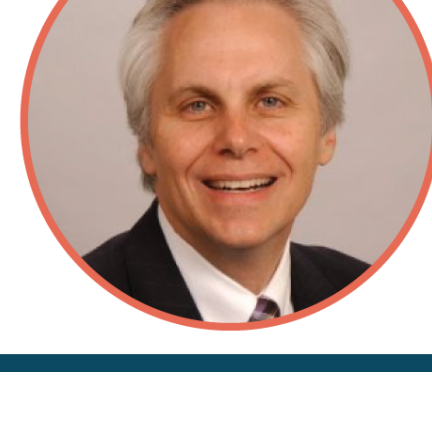
NEW YEAR, LESS HEADACHES! We know that managing credentialing and payer enrollments can be a doozy—one error on your application could cause you serious headaches, not to mention delayed or even reduced revenue.

We're excited to share our newly launched **Credentialing and Enrollment Services!** Our end-to-end services include first-time setups to re-enrollments, so you never have to worry about your payments again. Interested in exploring this new option? Reach out to your **Account Manager** today to get started!

Note: You do not need to be contracted for RCM services to take advantage of this wonderful opportunity!

OP Rise

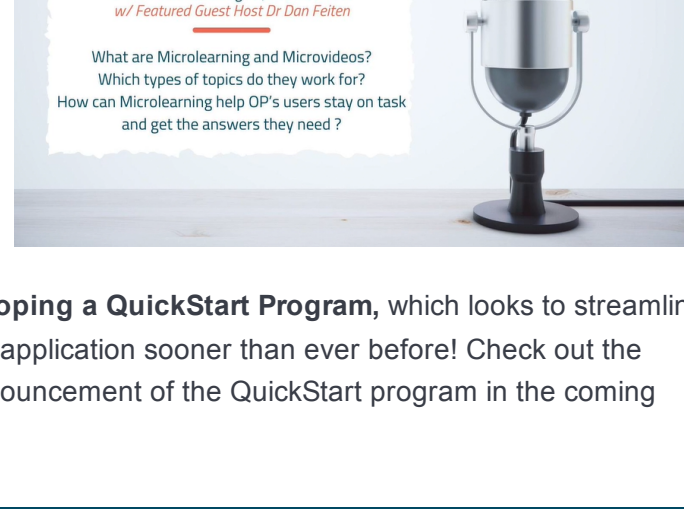
A Message from
Dan Feiten, MD, Chief Medical Officer



Doing More With Less!

Many of us have experienced unprecedented **staff turnover** which has led to recurrent training efforts. The OP Instructional Design Team hears you, and they have been hard at work refining your digital learning experiences to ease the learning process. They introduced **"QuickTip" videos** this past year to present material in a "micro" size for consumption, allowing your team to learn while they are in the flow of their daily work. They were developed to be mobile-friendly and can be viewed on your tablet or mobile device, providing the opportunity to refer to the video as you're hands-on, performing the task.

I recently guest hosted an **episode of OP's PediaTricks Podcast**, where I chatted with OP's Senior Instructional Designer, Shawn Rosler, about the concept of Microlearning and how micro-videos are being developed to help OP users get the most amount of knowledge in the shortest amount of time. In addition to these QuickTip videos, the Instructional Design Team is now redefining employee onboarding even further!



Beginning with the Front Desk users, they are developing a QuickStart Program, which looks to streamline and economize new user education, getting you into the application sooner than ever before! Check out the **QuickTip videos here**, and keep an eye out for our announcement of the QuickStart program in the coming months!

SUPPORT CORNER

Insider Tip To Turn Your Idea Into an OP Feature!

Did you know that we have a **Product Ideas Portal**? It's your direct ticket to share your brilliant product enhancement or feature ideas with us! We value and rely on your input, and this portal is your space to make your voice heard. Let's collaborate and shape the future of OP together!

How an Idea Becomes a Feature - VOTE!

After you register for the Ideas Portal, you'll immediately be able to submit your ideas! Then, our dedicated Product Team carefully reviews each one before making them visible. From there, the fate of the idea is up to you! Registered Ideas Portal users, YOU hold the power to vote once per idea, helping the Product team to prioritize enhancements and ultimately shaping the future of OP! Plus, your engagement in the portal triggers email notifications, keeping you in the loop about comments, progress, and status changes in our internal workflow. Stay connected and **learn more about this exciting process!**

Meet Our Manager of Support - Justine Aiff

Justine has been with the OP family since May of 2017. With a passion for teamwork in our pediatric branches, she's been a driving force in individual and organizational success. Throughout her journey in the Support team, Justine's donned various hats – from Call Coordinator to Tier 1, 2 & 3 Analyst, Support Supervisor, and now the incredible Support Team Manager. Always on the lookout for process improvements, elevating the client experience, and creating growth opportunities for her team, Justine is the embodiment of progress. She's dedicated to moving the needle forward, boosting productivity, and serving the OP community with purpose. Cheers to Justine! Should you have any questions or feedback regarding the Support Team, please email Justine at jaiff@officepracticum.com.



Stay In the Know by Checking Out Our Recent Support Trends

Our fantastic Customer Support team is on top of their game, constantly updating the **Support Trends** page on our Help Center to make sure that you're kept in the loop about issues being reported to the team. This page is a goldmine for addressing issues that impact multiple customers. Check it out for:

- Insights into ongoing issues affecting multiple users
- Guidance on what to do if you're facing one of these challenges
- Workarounds, if available, to keep you moving smoothly



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.

DID YOU KNOW...

You need to reestablish IBC ERA enrollments if you're a PA practice using InstaMed

Have you been surprised by receiving mailed virtual payments from IBC instead of your normal ERA files? This is due to a recent change with Instamed's payment clearinghouse. If you're a Pennsylvania practice using InstaMed, here's the scoop: you need to reestablish your Remittance EDI enrollment to keep the electronic remittances flowing your way. We've tracked down the steps to do so since it may have been a while since you first enrolled. Here's a **quick how-to PDF** to walk you through it, courtesy of Instamed.

Integrating Carequality can get you instant access to patient health info from 600,000+ providers, 50,000+ clinics, and 4,200+ hospitals

With OP's **Carequality** integration, you'll have instant access to your patients' health information from providers across the country. That's right... instant access to patient health information from **600,000+ providers, 50,000+ clinics, and 4,200+ hospitals.** You can **search the Carequality database** for an organization, review clinical documents, and import the information directly into the patient's chart in OP, creating a complete picture of the patient's health history and improving care coordination. Reach out to your **Account Manager** today to get started!

EVENTS, EDUCATION, AND TRAINING

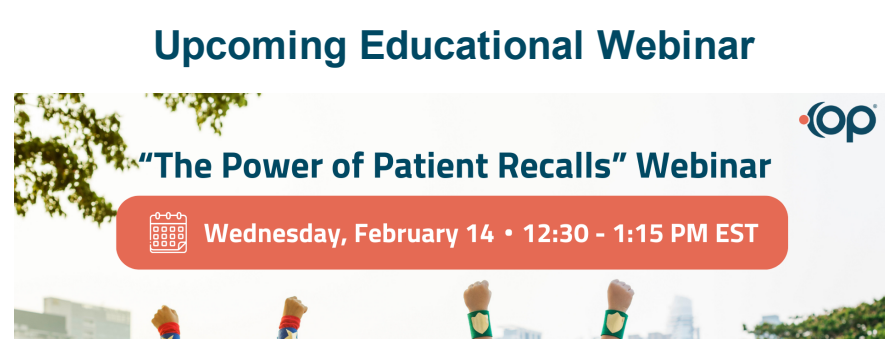
Where you'll find us!

PMI 2024 Pediatric Practice Management Conference - February 2-3

The OP and RemedyConnect teams are gearing up and heading to Houston next month for **PMI 2024!** Swing by and say hello to OP at table B18 and RemedyConnect at table B20 We'll see you there!



Upcoming Educational Webinar



Mark Your Calendars for 'The Power of Patient Recalls', happening February 14

Join us on **Wednesday, February 14, at 12:30 PM EST** for our upcoming webinar, The Power of Patient Recalls, and with fellow OP Community member Kateri Haskett. Kateri, the CEO of Pediatric Associates, PSC of Kentucky, and our SVP of Revenue Expansion Operations, Alisa Vaughn, will discuss their insights on how you can use the Demographic Analysis/Recall Report to improve patient care and immunization rates, generate revenue, and plan for future growth.

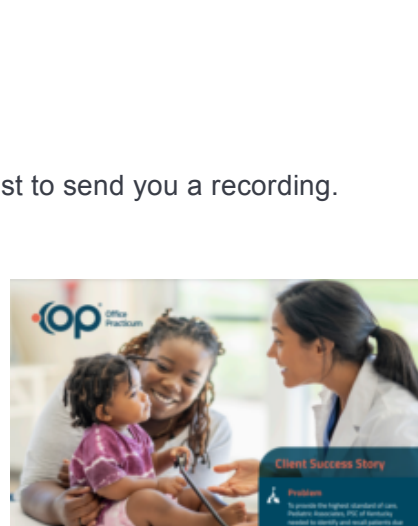
[Register now!](#)

Can't make it? No worries! Register anyway, and we'll get you on our list to send you a recording.

Get our Recalls Case Study!

By utilizing OP's Demographic Analysis and Recall report functionality, **Pediatric Associates, PSC of Kentucky** can see more patients, generate more revenue, and offer better continuity of care to the patients in their pediatric practice.

Using a variety of DAR reports, the practice has seen an increase in well visit appointments and vaccinated patients, with one use case resulting in a 98% vaccination rate. It also validated their decision to hire a new pediatrician to keep pace with their practice's accelerated growth.



Free Training Webinars

Register today for upcoming FREE training sessions! Here are just a few of the topics being covered in upcoming sessions. Choose from a range of flexible dates.

Medication & Pharmacy Favorites

Tue, January 23
2-3 PM EST

- Validate your favorite NDCs
- Edit a favorite medication
- Create a pharmacy favorite
- Update a pharmacy favorite list

[Register](#)

PMX, January Messages

Wed, January 24
3-4 PM EST

- Learn what PMX can do
- Explore different PMX message options
- Configure PMX
- Finetune your workflows

[Register](#)

Referrals Workflow

Tue, February 6
2-3 PM EST

- Create referral tasks
- Create the referral and print/send it
- Re-issue a referral
- Best Practices for closing the referral loop

[Register](#)

Reducing A/R with EOB Payment Posting

Wed, February 7
3-4 PM EST

- Learn how to post a paper EOB
- Understand the steps to post interest payments
- Handle payer refund requests
- Post a payer recoup, reversal, and overpayment

[Register](#)

GET 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. 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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