

Spring is here, offering opportunities for a fresh start. Just as you tackle spring cleaning at home, consider revitalizing your practice. Whether dusting away outdated processes or implementing changes in patient care,

we've got you covered. At OP, we understand the importance of balancing patient needs with practice efficiency. Explore our recent release updates, featuring the PCMH Toolkit and improved Direct Messaging functionality. Stay informed about deprecated devices, New York immunization policy, and more. Discover how we can help you embrace the spirit of spring and

achieve your practice goals! PRODUCT NEWS Our product team is gearing up for the first major release of the year. Explore highlights from this month's

maintenance release, learn how we've made PCMH reporting easier and changes to older functionality, and news

on how we've streamlined the referral process through Direct Messaging. **Recent Release Highlights Updated VIS for COVID and RSV**

• The new CDC-recommended VIS for fall 2023 COVID 12 yr+ vaccine formulations (fact sheets) and an updated RSV VIS have been added • Out-of-date RSV VIS from July 2023 and Novavax fact sheet from Oct 2022 have been archived

Vaccine Inventory Name Added to Imm Task/Order Display Drop-Down

• When ordering a vaccine in the vaccine dropdown, providers will now be presented with BOTH the Vaccine

Name (set by OP) AND the inventory name (can be set by practice). This will reduce the potential for any confusion in the vaccine being ordered. Previously, only the Vaccine Name was visible. **Increased Character Limit for Specialty in Referrals**

• The character limit for the Specialty field in Referrals has been increased from 64 characters to 250 **characters**, allowing users to type in longer specialties in OP. Aton of great updates made to the new calendar, now in use at over 500 practices! Be sure to check out the release notes for more details.

Drag and Drop Appointment to Where the Time Block Starts Delete Appointment when Max Appointment Limit is Met

Appointments Show Only for Location Scheduled

New PCMH Toolkit - Access the reporting you need more easily than ever before! Considering Patient-Centered Medical Home certification or simplifying PCMH yearly reporting? OP offers a comprehensive toolkit for successful certification, whether it's your first recognition or an annual attestation.

a look at the KM 03 Depression Screening report as an example (click to enlarge):

Only patients who are currently between 12 and 18 appear on this list.

The practice must set the title like text to include the Survey name of the Survey they use. For example, a practice that uses a Survey that they have

laheled "PHQ 9" should change title like '%PSC%'

KM 03: Depression Screening on_screen <= 365 then 'yes' else 'no' end as is null then 'no' else 'yes' end as ever screen For each patient, the report generates "annual screen" (ves/no) to show whether a patient has had this screen within the year prior to their most recent visit. It also specific database generates "ever screened" (yes/no) to show whether a patient may have been screened but >=1 year before their most recent visit. Any specific stipulations or limitations of this report

Our PCMH Toolkit is jam-packed with information providing the reporting you need and valuable context. Let's take

 ${\tt select\ b.^{\star},\ case\ when\ timestampdiff(day,last_depression_screen,last_appt) <= 365\ then\ 'yes'\ else\ 'no'}$

select r.patno, staffname as pcp, loc_name, TIMESTAMPDIFF(YEAR, r.birthdat, CURDATE()) as age,

last_depression_screen , last_appt from register

Copy MySQL

A preview of what the report looks like in OP title like '%PHQ 9%' THIS IS CASE- AND PUNCTUATION-SENSITIVE. Be careful - surveys may be named similarly, like PHQ-9, PHQ: 9, PHQ-M-9, etc. If the practice has multiple survey titles that have been used for screening (e.g. PHQ-9 and (title like '%PHQ-9%' or title like '%PHQ 9%') Paper screens are not counted in this SQL Only patients who had a visit during the report period appear on this list. In our experience, practices who do more poorly usually use several survey titles (e.g. PHQ9, PHQ, PRIME-PHQ) when they think they are using only one (PHQ-9). Correcting this error in the report often causes Get the PCMH Toolkit

coding errors, or illegible handwriting when sending orders, eliminating frustration for parents seeking timely diagnostic work for their children. • Preventing Practice Disruptions: Paper orders are THREE TIMES more likely to require corrections! Opt for electronic orders to ensure complete and accurate billing, coverage, and coding information to save up

• Improving Patient Satisfaction: Avoid delays or cancellations by eliminating incomplete information,

labs electronically, as opposed to written orders, offers numerous benefits for your practice, including:

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+

You can search the Carequality database for an organization, preview 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

Ready to OP-timize Your Diagnostic Workflows

with Bi-directional eLabs?

If you're linking electronic results to your patients' charts or handling orders/results manually through the Diagnostic Test Importer (DTI), consider enhancing workflows with our bidirectional eLabs functionality. Sending and receiving

improving care coordination. Reach out to your Account Manager today to get started!

clinics, and 4,200+ hospitals.

share their vaccination records with the NYC Registry (NYCIR). The new requirement states that adult patients may provide verbal or written consent, and the NYCIR will reject any vaccines submitted for adults without consent until consent is entered. Note: This requirement is specific to the NYCIR; the other NY registry, NYSIIS, does not currently require this information.

OP supports capturing consent in the patient's chart under Demographics > Privacy/Sharing > "Documented consent of submission to a third party." Should consent not be captured for a patient aged 19 years or older and the record is submitted to their registry, a Task will be created within OP reminding you to do so, at which point the

record can be updated and the results resubmitted. See the screenshot below (click to enlarge).

For more information on capturing consent, check out the Help Center.

Privacy/Data Sharing No privacy restrictions Overall chart <u>v</u>isibility: Any staff member

Chart: MARY TESTPATIENT (99)

☐ Include confidential Social Security Number:

Starting June 6, 2023, you must document within your EHR system if patients aged 19 years or older wish to

NYCIR Immunization Registry Requirements for Adult Vaccinations

ation Regi Not Documented Not Documented Immunization Registry reminder / recall preference:

Attention PA practices using InstaMed!

You need to reestablish IBC ERA enrollments

clearinghouse, Pennsylvania practice using InstaMed must reestablish Remittance EDI enrollment for continued electronic remittances. Follow this quick how-to PDF provided by Instamed to guide you through the process.

RCM SPOTLIGHT

Surprised by virtual payments from IBC instead of ERA files? Due to a change with Instamed's payment

Introducing Credentialing and Enrollment Services! We know that managing credentialing and payer enrollments can be a doozie— one error on your application could cause you serious headaches, not to mention delayed or even reduced revenue.

to your **Account Manager** today to get started!

wonderful opportunity!

process!

Jen Reale, Alisa Vaughn,

Jennifer Higgins with OP

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

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

Contact your Account Manager to migrate to the OP Cloud environment and enjoy the benefits of having OP manage your updates. **How an Idea Becomes a Feature - VOTE!** 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. Register for the Ideas Portal to submit your ideas! Our dedicated Product Team carefully reviews each one before making them visible. From there, the fate of the idea is up to you! Registered users can vote once per idea, influencing the prioritization of enhancements. Your engagement triggers email notifications, keeping you informed about comments, progress, and status changes. Stay connected and learn more about this process! Stay connected and learn more about this exciting 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

- 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

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:

It was wonderful to meet and connect with members of the OP Community! OP Customers: Emily Fraser-Branche MD, Elissa Rubin MD, Elizabeth Campbell MD, Eve Switzer MD, Karla Swatski MD, Laura Laskonis DO, Melanie Lachman MD, Michelle Pavlik MD, Sogol Pahlavan MD, Silen Pahlavan MD, Yolanda Gutierrez MD OP Team Members: Alisa Vaughn, Jen Reale, Jennifer Higgins. Suzanne Berman MD

Office Practicum

WIP Title Event Sponsor

OP Educational Events

EDUCATIONAL WEBINAR

The Power of Patient Recalls Wednesday, February 14, 2024

In Case You Missed It: The Power of Patient Recalls Webinar

Mark Del Monte, CEO AAP,

Alisa Vaughn, OP Sandy Chung, AAP President

O Office Practicum

Don't miss Engage 2024 — a once-a-year opportunity for three days to elevate your OP user experience! Engage combines education, networking, and fun to inspire and empower you.

Listen Now

Prepare to be inspired at our biggest user conference yet!

Office Practicum's PediaTricks Podcast is a bi-weekly offering exclusively for OP users, giving them a unique

Dr. Barbara Periard, MD

FHPA President, AAP Fellow

Just what is PCMH?

Why is it such a crucial model in pediatric care? How can OP help your practice leverage and

orchestrate the PCMH model?

Teaching Kids Mental Health Life Skills

"When we invest in the minds of

Reducing Insurance A/R w/ ERA Payment Posting

 Give individual rights Learn how to import and post an ERA Create new Security Groups Work with Recoups Review permission meanings How to handle secondary, HSA and interest payments Register Register **Medication & Pharmacy Favorites** Wednesday, March 20 11AM-12PM ET Validate your Favorite NDC's Edit a favorite medication Create a favorite medication

sessions. Choose from a range of flexible dates.

Security Settings

Thursday, March 7

2-3PM ET

Scrubber has been implemented Basics of regulatory-compliant messaging • Navigate ANSI edits - what they are and how to Reporting overcome them Register Register **GET IN TOUCH** We would love to hear from you!

Submit new info

Fort Washington, PA 19034

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Register Register **PMX+ Automated Messages Optimizing the OP Claim Scrubber** Thursday, March 21 Wednesday, March 27 **2-3PM ET 3-4PM ET** How to create Automated Messages Provide an overview of the OP Claim Scrubber dashboard Rules for Automated Messages Review the suggested workflow once the OP Claim How to set Bulk Delivery Preferences 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.

If you are currently taking advantage of our PCMH bundle, you can get started with the toolkit by registering for an account. Self-registration takes less than a minute, and you'll receive your activation email within two business days. Please note: you will need your OPMED ID. If you need additional guidance on the registration process, check out this Help Center article. Not currently enrolled for our PCMH bundle but want to learn more? Send us an email, and your account manager will contact you with more details. Be sure to read the rest of this newsletter to find this month's PediaTricks Podcast, featuring an interview with Dr. Barb Periard, MD, discussing all things PCMH! **Deprecated Functionality in Upcoming OP 21.4 Release** As a part of our continuous efforts to ensure security, we will be deprecating certain older devices and programs with our upcoming 21.4 major release. Some practices may still be using these devices and programs, and we urge you to review and take necessary actions if your practice is in scope. **Impacting Cloud and On-Premise Practices** HealthOMeter devices used for capturing vital signs are no longer compliant and will be formally deprecated as of this release. **Impacting On Premise Practices Only** MagTek USB HID Card Reader MagTek USB HID card readers, both encrypted & non-encrypted, used for swiping in payment card transactions are no longer compliant and will be formally deprecated as of this release. • Both versions of the MagTek USB Keyboard Emulation (KE) card reader can be used to replace these devices, and you can always key transactions in manually. • See below for the models and corresponding part numbers: Magtek DynaMag KE & HID Part Numbers: KE Non-Encrypted 21073062, KE Encrypted 21073062, HID Non-Encrypted 21073075, HID Encrypted 21073075 The Magtek DynaMag supports card swipe P/N: 21073062 Microsoft Edge Webview2 Runtime Application The Microsoft Edge WebView2 Runtime application must be installed on each and every workstation running OP. This application supports functionality across every part of OP, from critical e-Prescribing functionality to generating financial reports Any workstation currently running Windows 10 or lower must ensure this installation is completed as soon as possible; workstations running Windows 11 or higher should already have this installed. To verify if it is already installed, navigate to your Settings > Apps & features > Search > WebView2 on each workstation running OP - the app should appear per the screenshot below (click to enlarge). Should you encounter any issues with the installation of WebView2, please work with your internal IT resources first; if you require assistance from Support, the work will be billable. Apps & features Find a setting Apps & features Optional features Apps ■ Apps & features Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list. E Default apps webview ☐ Offline maps Sort by: Name ✓ Filter by: All drives ✓ Apps for websites 2 apps found Microsoft Edge WebView2 Runtime ☐ Video playback 2/19/2024 **Direct Messaging is Now Better Than Ever!** Last month, we successfully transitioned our Direct Messaging vendor to Kno2, a trusted data-sharing partner with whom we have a strong partnership. We are excited to share this expansion of Direct Messaging alongside our other Kno2 services, Carequality and eFax. There are two significant benefits you can expect from this change: 1. Integrated access to the DirectTrust™ National Provider Directory This trusted directory contains more than two million addresses, enabling you to search, find, and select the provider you need to message - all from within OP. No more wasting time asking your patients or calling other practices - the data you need is available at your fingertips. Check out the Help Center for more details about this new feature. 2. Delivery Status Visibility within OP Previously, you would send a Direct Message to an external provider with no official feedback loop letting you know if that message was successfully delivered. Now, with Kno2, users will have a visual status indicator within the Message Center of the outbound Direct Messages - In Progress, Successful Delivery or Failed - so you can be assured your important message reached the external provider/practice. Want to learn more about how Direct Messaging can streamline your referral processes? Send us an email, and your account manager will contact you with more details. Integrating Carequality can get you instant access to patient health info from 600,000+ providers, 50,000+ clinics, and 4,200+ hospitals

to 90 minutes per day for providers, allowing more focus on patient care (or get home for dinner on time!) • Streamlining Tasks & Workflows: With eLabs integration, orders auto-populate with the preferred location, preliminary diagnosis, insurance payer information, related ICD-10 code(s), and order numbers, while results automatically flow directly into the patient's chart within OP - saving time, clicks, and daily inefficiencies! Want to learn more? Just drop us a line, and your account manager will be in touch with details! **Attention New York Practices!**

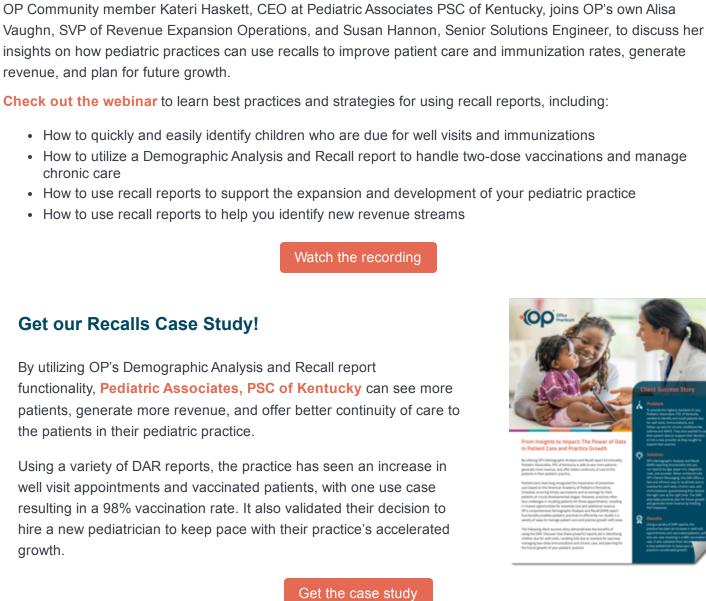
O No restrictions expressed; OK to leave messages/send mail Restricted: Person-to-person with patient/guardian only Diagnostic Tests Risk Assessment O Restricted: See note below Surveys Privacy notes: Asthma Plans Documented consent of submission to third party: Consent Status Documented Consent 2/7/2023 Basic Information Notes/Addl Info Family Contacts & Clinical Contacts

On-Premise Practices Using Windows Server 2012: Time's Up! Are you running OP on your own Windows 2012 server? Microsoft stopped supporting Windows Server 2012/2012 R2 on October 10, 2023. This means that your operating system has stopped receiving security updates, which is a serious security risk and a possible HIPAA violation. Now is the time to migrate to the OP Cloud environment (and not have to worry about server upgrades in the future) or contact your IT provider to kick off the server upgrade process. Starting April 1, 2024, we will discontinue support for clients still running OP on Windows Server 2012/2012 R2. Don't let that happen to you!

SUPPORT CORNER

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. EVENTS, EDUCATION, AND TRAINING

Industry Events



PediaTricks Podcast: Relationship Based Care via OP!

perspective on relevant topics about OP. Industry experts,

In a recent episode, host Shawn Rosler sat down with Dr. Barb Periard, MD, OP superuser, FHPA

questions like: Just what is PCMH? Why is it such

a crucial model in pediatric care? And how can

OP help your practice leverage and orchestrate the PCMH model? Check out the podcast to find

Preview our keynote session, Bright Minds, Strong Hearts:

not registered, save your spot now for this legendary

experience!

Teaching Kids Mental Health Life Skills, presented by Sunny Wight, Founder and Executive Director of Mindfulness First. If

President & AAP Fellow, to discuss PCMH &

Relationship-based care in OP, asking

answers to these questions and more!

children, we invest in a brighter, Clinicians who attend Engage 2024 can earn CME/CE credit healthier future for us all." through CMEfy – an Al-powered platform that directs learners Sunny Wight, Founder and Executive along a pathway to capture reflections at the point of inspiration, Director, Mindfulness First point of care, via ReflectCE, the accredited activity portal. Learn more at https://about.cmefy.com/cme-info. 🤎 Share your love + apply your rewards to your Engage expenses! 🖤 Explore OP's Referral Rewards Program today and earn credits towards your OP 2024 Engage registration in Vegas! Join a thriving community, contribute to other pediatric practices' success, and earn \$250 per hour for your time with potential OP clients, with incremental payments of \$62.50 per 15 minutes. If you've registered for Engage, use the additional funds earned to offset expenses. To get started, email OP at

Free Training Webinars

Register today for upcoming FREE training sessions! Here are just a few of the topics being covered in upcoming

rewards@officepracticum.com and join our growing community for a rewarding experience.

PMX Manual Messages Wednesday, March 20 **3-4PM ET** Understand what Patient Message eXchange can do Configure PMX · Develop a workflow for your office to incorporate use of Patient Message eXchange Updating Favorite Pharmacy List

Thursday, March 14

3-4 PM ET

Please send us your ideas! We want your thoughts and feedback about how we can make your lives easier

Office Practicum 602 W. Office Center Drive, Suite 350