

Factor 3: Providing timely clinical advice using a secure, interactive electronic system.

The practice would provide a documented process for staff to follow for providing timely clinical advice by secure electronic messages during office hours (including the practice's definition of timely). PCC provides online documentation for a recommended process.

PCC EHR practices that have been registered to use PCC's patient portal functionality, My Kid's Chart, can provide timely clinical advice to their patients via bi-directional secure electronic messaging. PCC provides documentation of this functionality at the following web site:

<http://learn.pcc.com/mykidschart>

This documentation should prove useful to practices looking to document their own process for providing timely advice by secure electronic messages.

Patients and family members who use My Kid's Chart can send secure messages directly to PCC EHR. PCC EHR users can read and respond to messages, or create new ones, to answer questions and provide clinical advice. When a parent or other user sends a message to the practice, it will appear on the Messaging queue in PCC EHR as shown in the screenshot below:

PCC EHR

Schedule (1) Visit Tasks (2) E-lab Results (6) Rx Tasks (0) **Messaging (9)**

Tasks: 9

Completed	Date	Patient	Subject	Task	To	Docs
	09/30/13 2:33pm	Dino Flintstone	Acetaminophen or Tylenol?	Portal Message	Unassigned	
	09/15/13 11:16pm	Jason Gage	Phone Notes	Complete Task	Anita Sharp	
	09/11/13 3:32pm	Tevyn Jewell	Substance Abuse	Referral Needed	Anita Sharp	
	09/11/13 3:23pm	Luke Haines	High Fever/Rash	Appointment Needed	Alice Normand	
	09/11/13 3:17pm	Jordan Lahan	Ear Tubes	Call Back Needed	Joan Abbott	
	09/11/13 3:11pm	Timothy Everest	Post Surgery Care	Referral Needed	Anita Sharp	
	09/11/13 2:52pm	Quinn J. Farkas	Referral Needed	Referral Needed	Anita Sharp	
	09/11/13 2:45pm	Shaquana Padrone	Medication Refill	Appointment Needed	Alice Normand	
	09/11/13 2:45pm	Shaquana Padrone	Medication Refill	Call Back Needed	Alice Normand	

Task: All Tasks Days: ☐ All ☒ Last 25 days Display: Not Completed

Assigned User: All Users Save My Defaults

Page Up Page Down Page 1 / 1 Open Chart

The Messaging queue displays incoming messages from My Kid's Chart or any Phone Note tasks at the practice. As with other queues in PCC EHR, the user can use the filter tools to display

exactly those messages that pertain to them.

Double-click on a message to open it.

Date	Patient	Subject	Task	To
09/30/13 2:33pm	Dino Flintstone	Acetaminophen or Tylenol?	Portal Message	Unassigned
09/15/13 11:16pm	Jason Gage	Phone Notes	Complete Task	Anita Sharp
09/11/13 3:32pm	Tawn Jewell	Substance Abuse	Referral Needed	Anita Sharp



PCC EHR

FIND

Dino Flintstone* PCC# 3335

Medical Summary

Demographics

History

Prescriptions

Message: 09/30/13

Portal Message

Portal Messages

Tasks

Portal Message

Dino Flintstone 4 yrs, 3 mos 6/29/09 M

Portal Messages

Subject: Acetaminophen or Tylenol?

TO

Date: 09/30/13 2:33pm

From: Wilma Flintstone

Phone: 8024974671

Fred gave Dino children's acetaminophen instead of children's tylenol. Is that okay?

Reply

Hi Wilma,

Tylenol's active ingredient is acetopminophen, so you should be all set. Please call the office if you'd like to ask about dosage or the doctor's instructions. Have a great week!

No Reply

Send

Tasks

TASK

TO

NOTE

☐ Task Completed
 AT BY

Previous

Next

Close

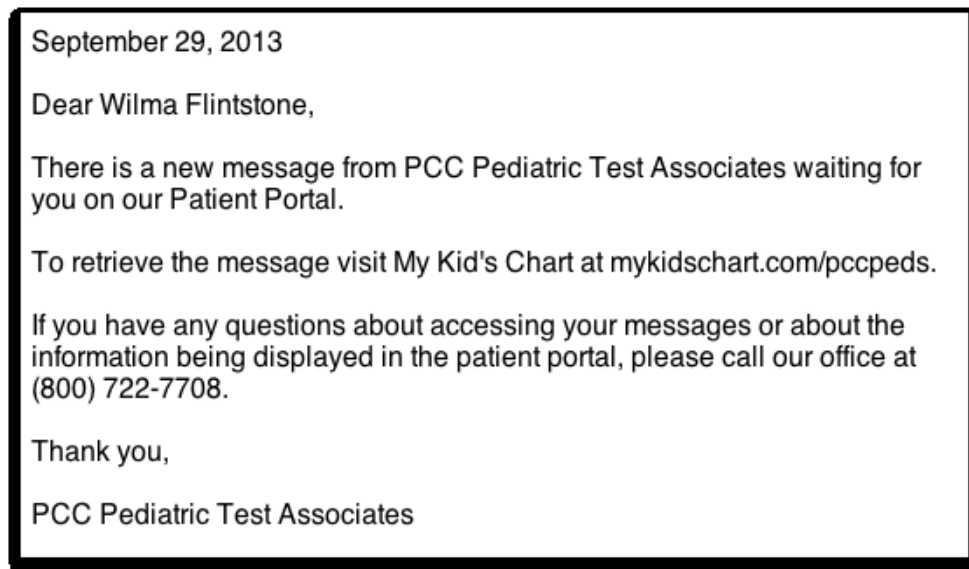
Save

Save + Exit

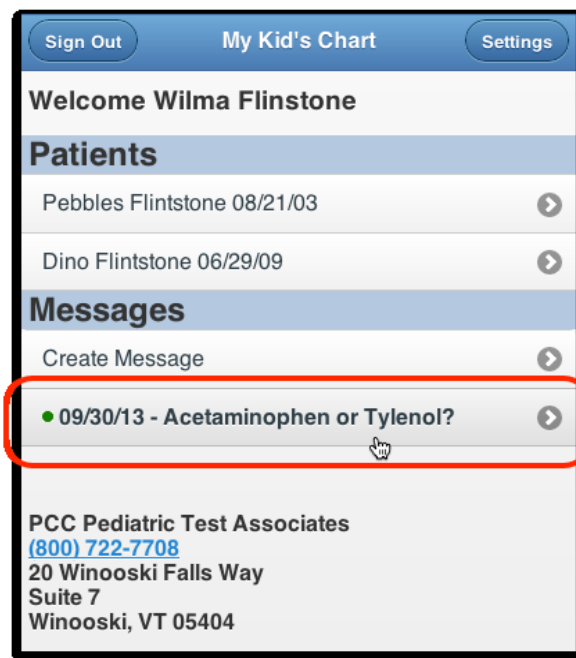
Read and
reply, or click
"No Reply"

Optionally,
create tasks
for other users

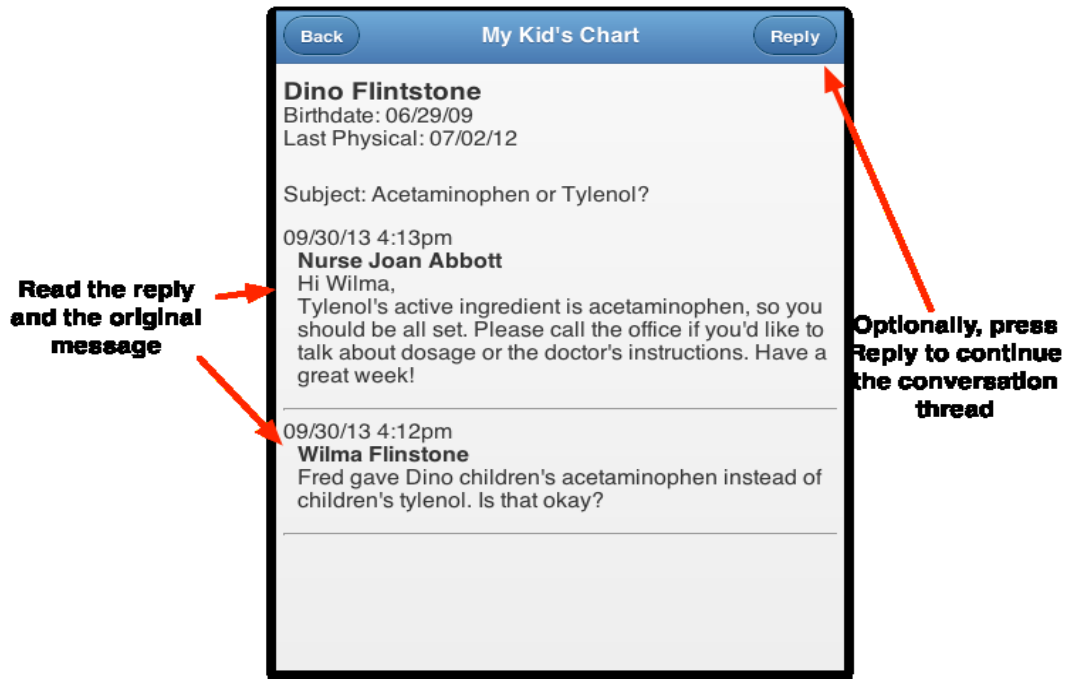
The user can review and respond to portal messages much as they would respond to a Phone Note task. Inside the portal message protocol, the user can type a response and send it to the family member. If the practice user sends a written reply, the My Kid's Chart user will get an e-mail like this telling them that a message awaits:



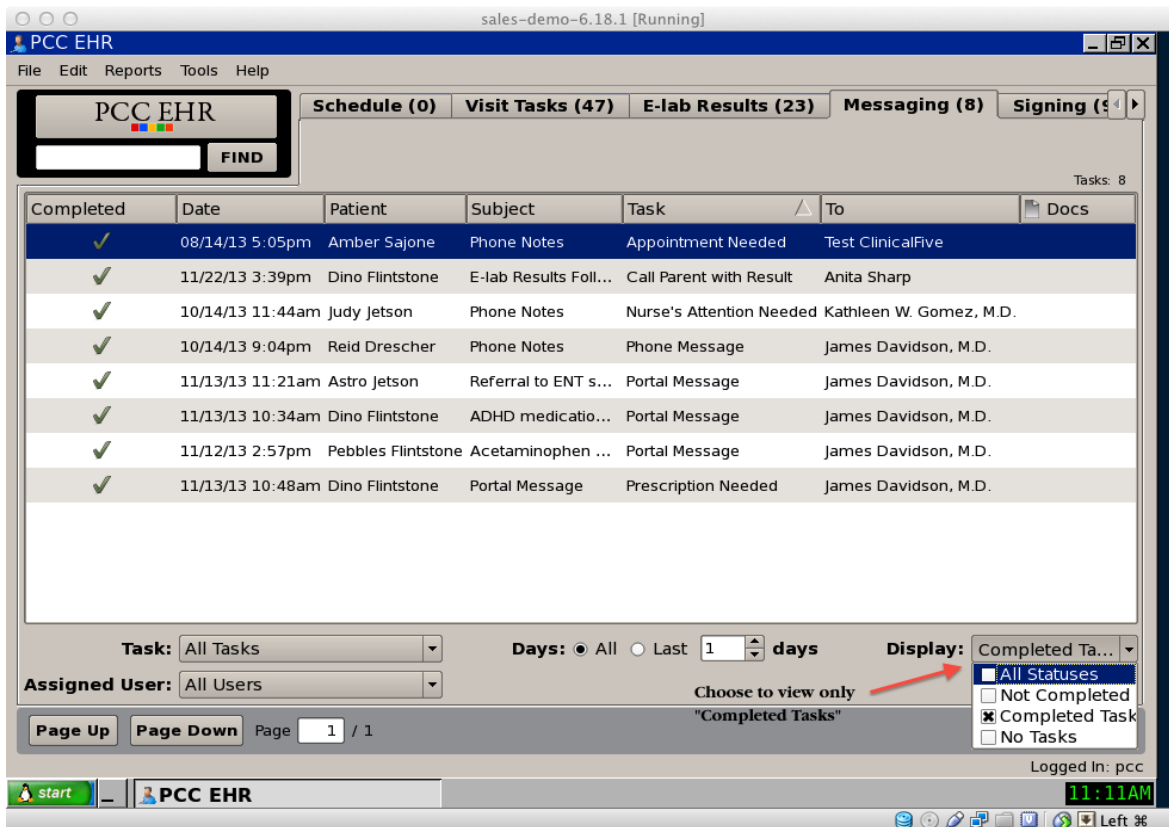
The patient can then log in to My Kid's Chart to read the message the practice sent to them which will appear in the “Messages” section. The message will have a green dot next to it indicating that it is unread:



The patient would touch or click on the message to read it and reply if necessary:



The message list could also be filtered to display recent “Completed” messages:



Double-clicking on each message will show the message thread allowing the practice to see the time of the original message from the patient and the time of the first response. This allows the practice to determine whether the response was timely based on their definition of “timely clinical advice”.

The screenshot displays the PCC EHR software interface. The title bar indicates 'sales-demo-6.18.1 [Running]'. The main window has a menu bar with 'File', 'Edit', 'Reports', 'Tools', and 'Help'. On the left, a sidebar for 'Pebbles Flintstone PCC# 3336' includes links for 'Medical Summary', 'Demographics', 'History', and 'Message: 11/12/13'. The 'Portal Messages' section is active, showing a message thread. The top of the thread shows the subject 'Acetaminophen or tylenol?' and the recipient 'James Davidson, M.D.'. The first message is from 'Chris Forleo' dated '11/12/13 2:57pm', with a red arrow pointing to the date and time. The message content is 'Fred gave Pebbles Acetaminophen instead of Tylenol? Is that OK?'. The second message is from 'PCC PCC' dated '11/12/13 4:20pm', with a red arrow pointing to the date and time. The message content is 'Hi Chris, Tylenol's active ingredient is acetaminophen so you are fine.'. Below the messages is an 'Add Reply' button. At the bottom, there is a 'Tasks' section with a 'TASK' dropdown, a 'TO' dropdown, a 'NOTE' text area, and a 'Task Completed' checkbox. The bottom status bar shows 'Logged In: pc' and the time '11:14AM'.

PCC EHR

File Edit Reports Tools Help

Pebbles Flintstone PCC# 3336

Medical Summary

Demographics

History

Message: 11/12/13

Portal Message

Portal Messages

Tasks

Subject: Acetaminophen or tylenol? TO: James Davidson, M.D.

Date: 11/12/13 2:57pm
From: Chris Forleo
Fred gave Pebbles Acetaminophen instead of Tylenol? Is that OK?

Date: 11/12/13 4:20pm
From: PCC PCC
Hi Chris, Tylenol's active ingredient is acetaminophen so you are fine.

Add Reply

Tasks

TASK: enter task name TO: enter user name

NOTE

☐ Task Completed AT: mm/dd/... 12:00am BY: enter user name

Previous Next Close Save Save + Exit

Logged In: pc 11:14AM