Factor 3: Providing timely clinical advice by secure electronic messages during office hours

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:

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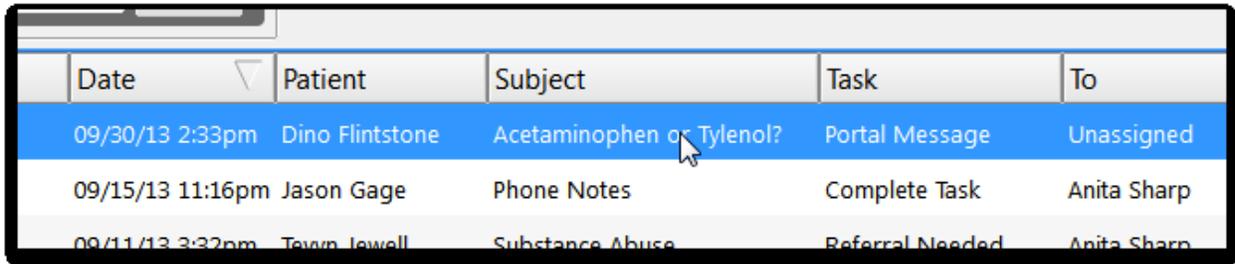
Date	Patient	Subject	Task	To
09/30/13 2:33pm	Dino Flintstone	Acetaminophen or Tylenol?	Portal Message	Unassigned
09/15/13 11:16pm	Jason Gage	Phone Notes	Complete Task	Anita Sharp
09/11/13 3:32pm	Town Jewell	Substance Abuse	Referral Needed	Anita Sharp

PCC EHR

FIND

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

Dino Flintstone*   PCC# 3335

Medical Summary

Demographics

History

Prescriptions

Message: 09/30/13

Portal Message

Portal Messages

Tasks

Read and
reply, or click
"No Reply"

Portal Messages

Subject: Acetaminophen or Tylenol?   TO enter user name

Date: 09/30/13 2:33pm
From: Wilma Flinstone
Phone: 8024974671

Fred gave Dino children's acetominophen 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!
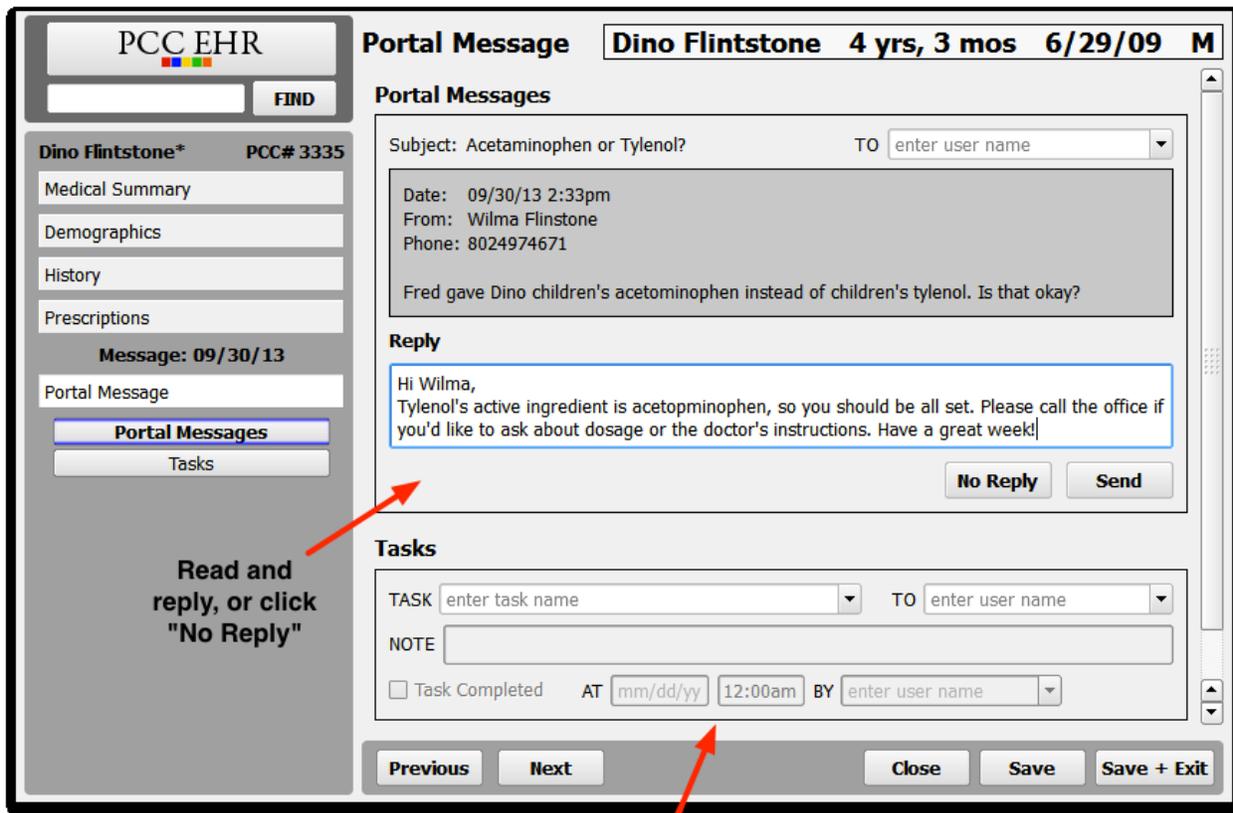
No Reply   Send

Tasks

TASK enter task name   TO enter user name

NOTE

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

Previous   Next   Close   Save   Save + Exit

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:

September 29, 2013

Dear Wilma Flintstone,

There is a new message from PCC Pediatric Test Associates waiting for you on our Patient Portal.
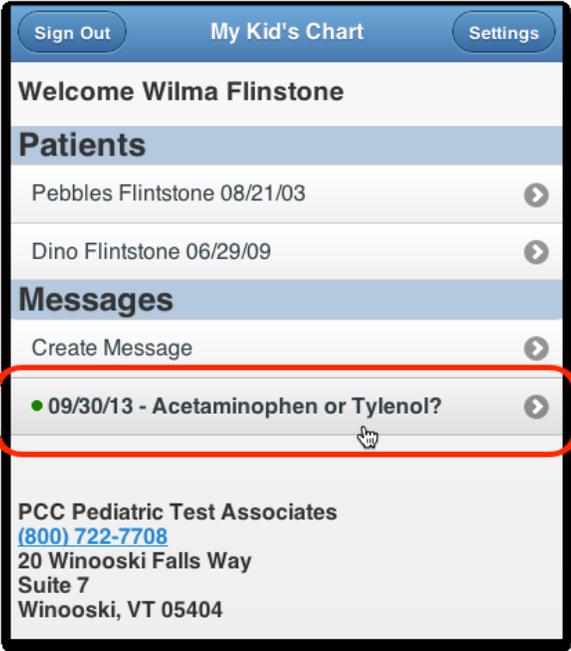
To retrieve the message visit My Kid's Chart at mykidschart.com/pccpeds.

If you have any questions about accessing your messages or about the information being displayed in the patient portal, please call our office at (800) 722-7708.

Thank you,

PCC Pediatric Test Associates

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:

Sign Out	My Kid's Chart	Settings

Welcome Wilma Flinstone

Patients

Pebbles Flintstone 08/21/03

Dino Flintstone 06/29/09

Messages

Create Message

● 09/30/13 - Acetaminophen or Tylenol?

PCC Pediatric Test Associates
(800) 722-7708
20 Winooski Falls Way
Suite 7
Winooski, VT 05404

The patient would touch or click on the message to read it and reply if necessary:
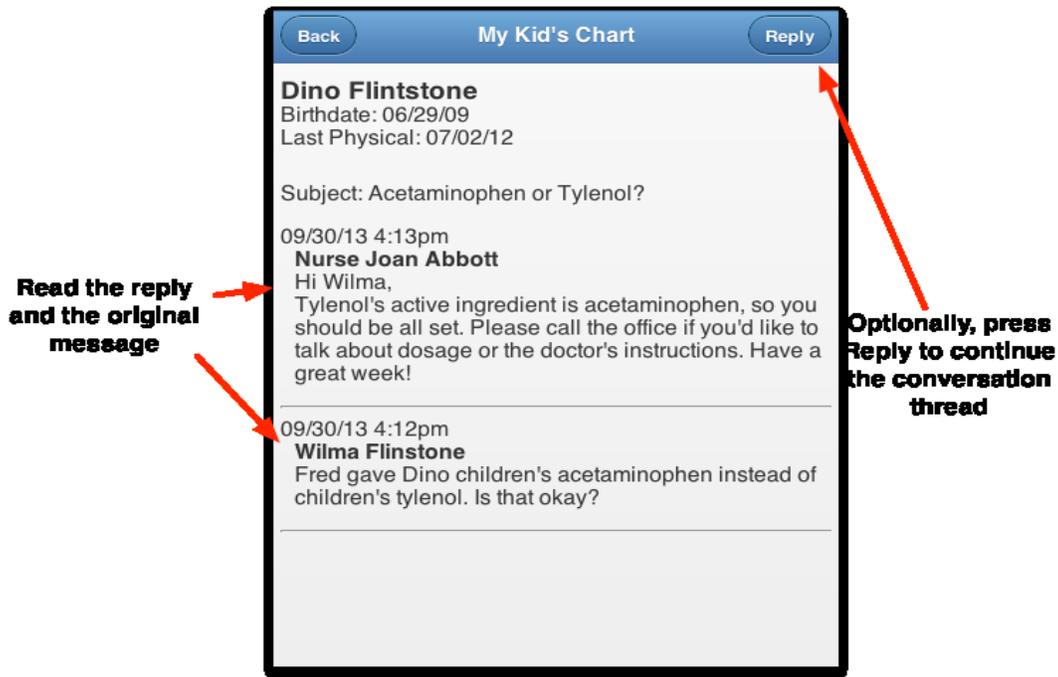
The message list could also be filtered to display recent "Completed" messages:
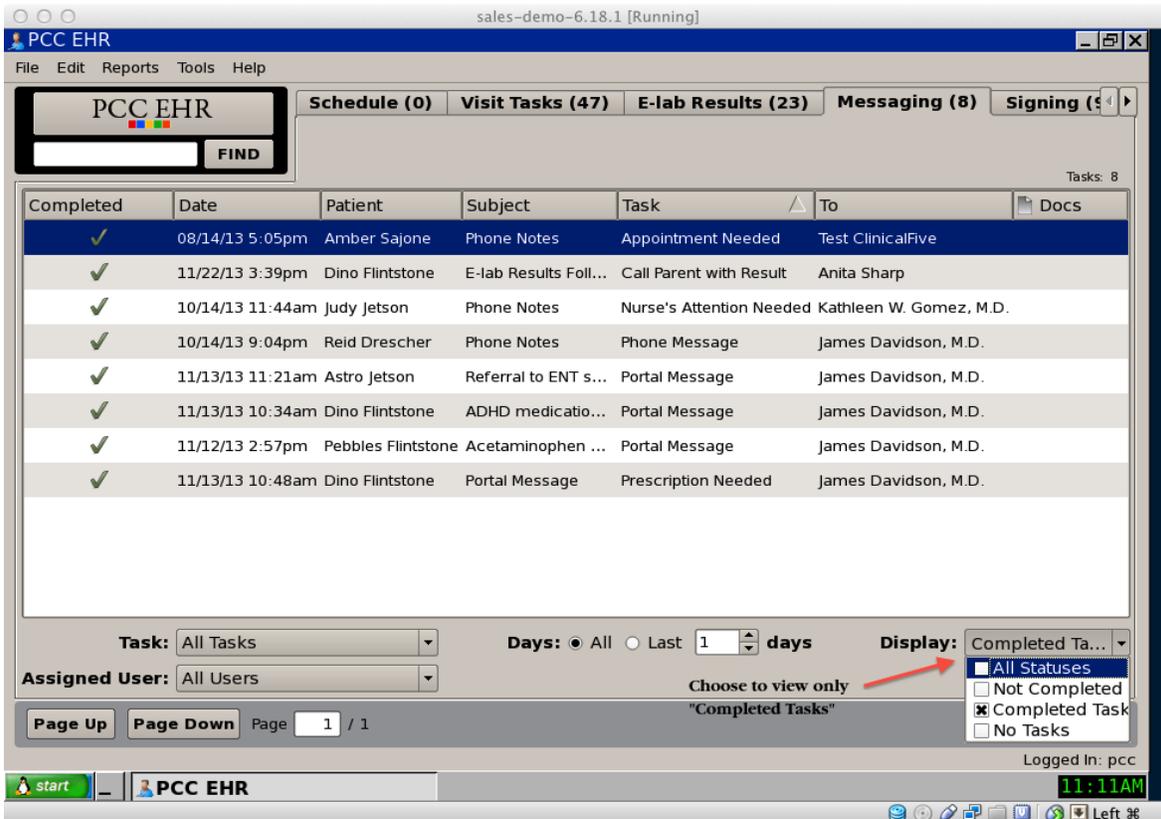
Double-clicking on each message will show the message thread allowing the practice to see the time of the original message from the patient and the time of the first response. This allows the practice to determine whether the response was timely based on their definition of "timely clinical advice".