

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:

| 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 | |

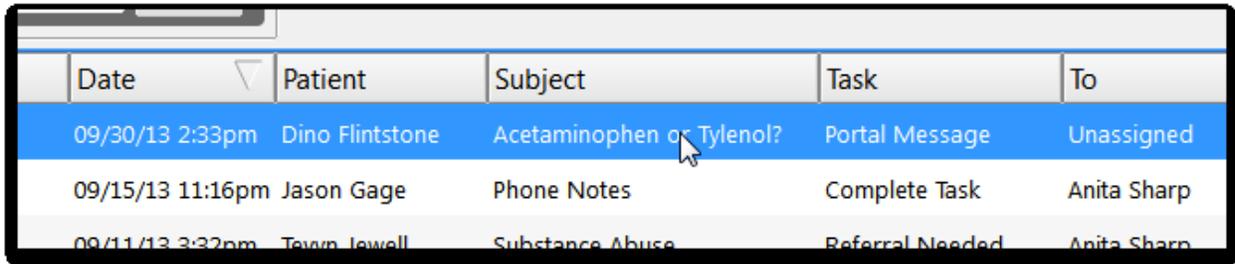
Task: All Tasks Days: All Last 25 days Display: Not Completed Assigned User: All Users Save My Defaults

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 |
|------------------|-----------------|---------------------------|-----------------|-------------|
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PCC EHR

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

Portal Messages

Subject: Acetaminophen or Tylenol? TO: enter user name

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 acetaminophen, 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

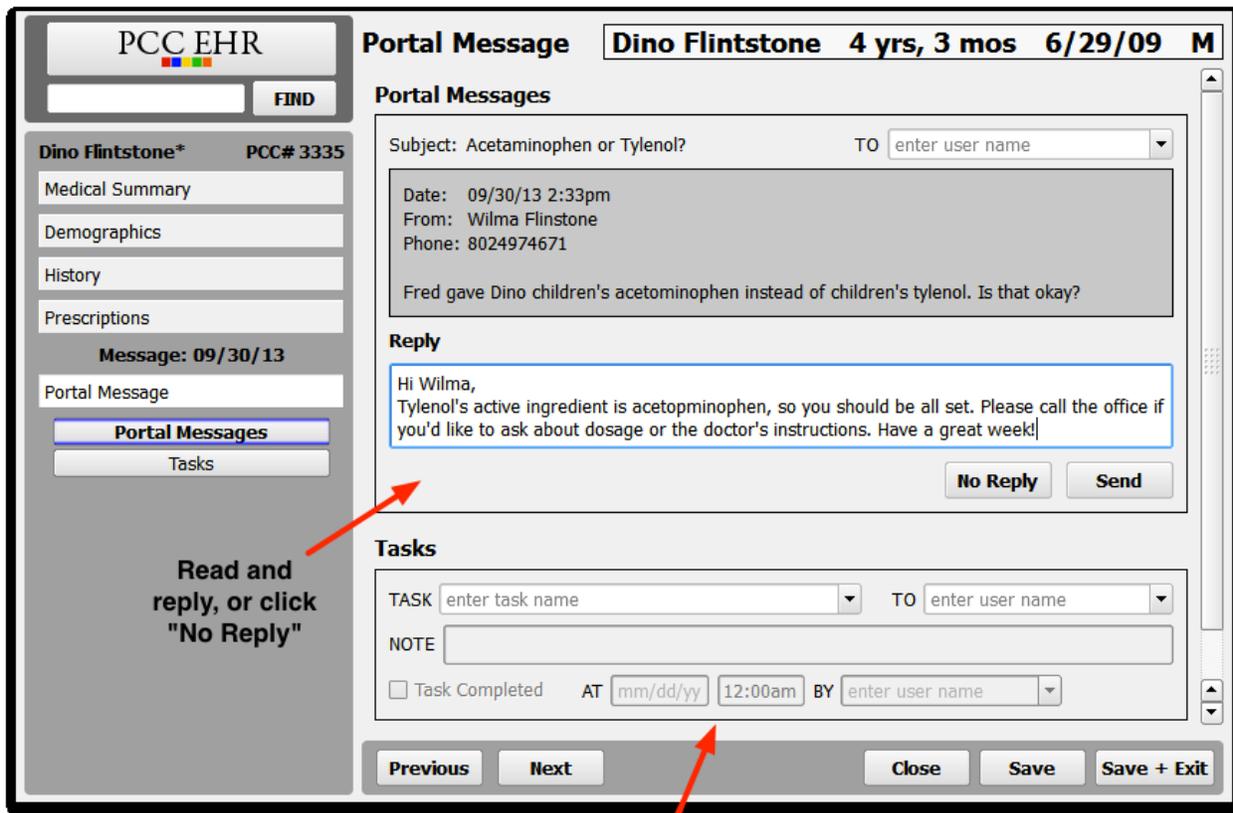
TASK: enter task name TO: enter user name

NOTE: [text area]

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

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:

September 29, 2013

Dear Wilma Flintstone,

There is a new message from PCC Pediatric Test Associates waiting for you on our Patient Portal.

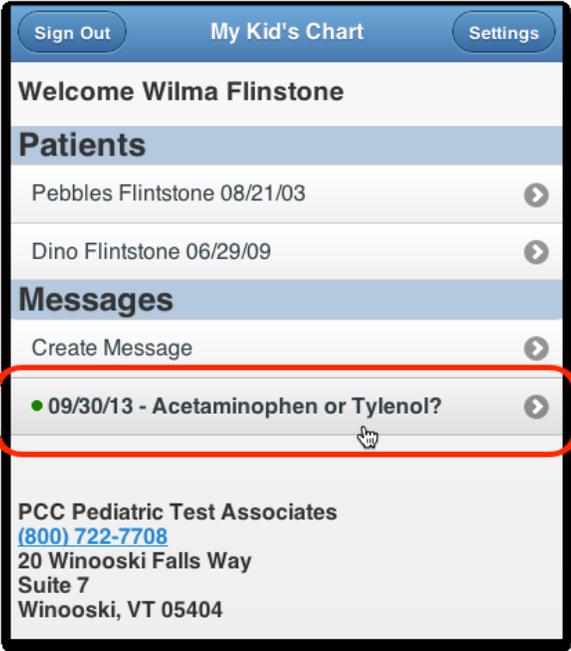
To retrieve the message visit My Kid's Chart at mykidschart.com/pccpeds.

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.

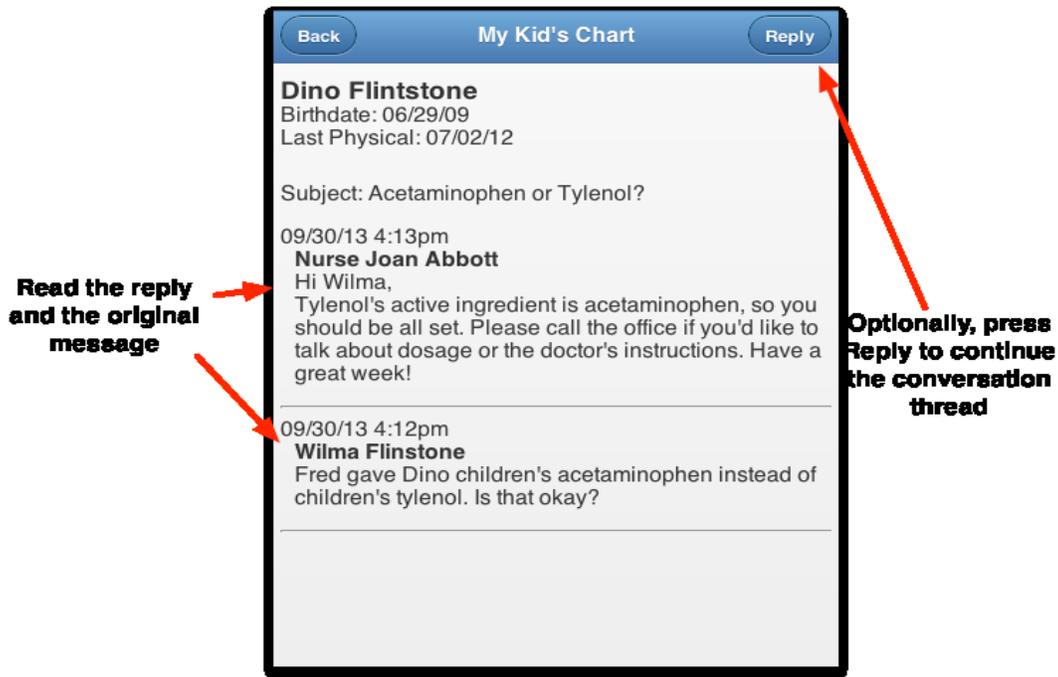
Thank you,

PCC Pediatric Test Associates

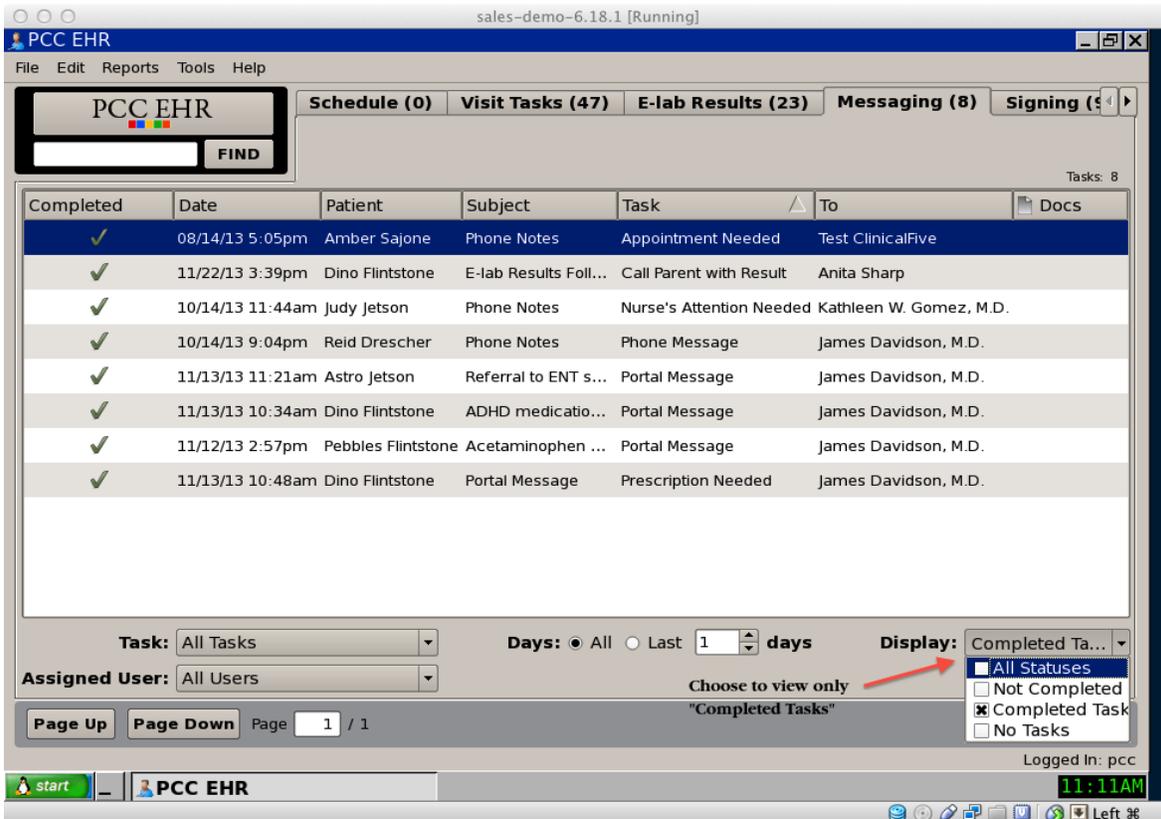
The patient can then log in to My Kid's Chart to read the message the practice sent to them which will appear in the "Messages" section. The message will have a green dot next to it indicating that it is unread:



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. At the top, the window title is "sales-demo-6.18.1 [Running]". The main header shows "PCC EHR" and "Portal Message" for patient "Pebbles Flintstone 10 yrs, 3 mos" on "9/24/03".

The left sidebar contains navigation options: "Medical Summary", "Demographics", "History", and "Message: 11/12/13". Below these are buttons for "Portal Message", "Portal Messages", and "Tasks".

The main content area is titled "Portal Messages" and shows a message thread:

- Subject:** Acetaminophen or tylenol? **TO:** James Davidson, M.D.
- Message 1:** Date: 11/12/13 2:57pm, From: Chris Forleo. Text: "Fred gave Pebbles Acetaminophen instead of Tylenol? Is that OK?". A red arrow points to the date with the label "Date and time of original message".
- Message 2:** Date: 11/12/13 4:20pm, From: PCC PCC. Text: "Hi Chris, Tylenol's active ingredient is acetaminophen so you are fine.". A red arrow points to the date with the label "Date and time of first response".

Below the messages is an "Add Reply" button. Underneath is a "Tasks" section with a form for creating a task, including fields for "TASK", "TO", "NOTE", and a scheduled time "AT mm/dd/... 12:00am BY enter user name".

At the bottom of the interface are buttons for "Previous", "Next", "Close", "Save", and "Save + Exit". The system tray at the very bottom shows the time as "11:14AM" and the user logged in as "pc".