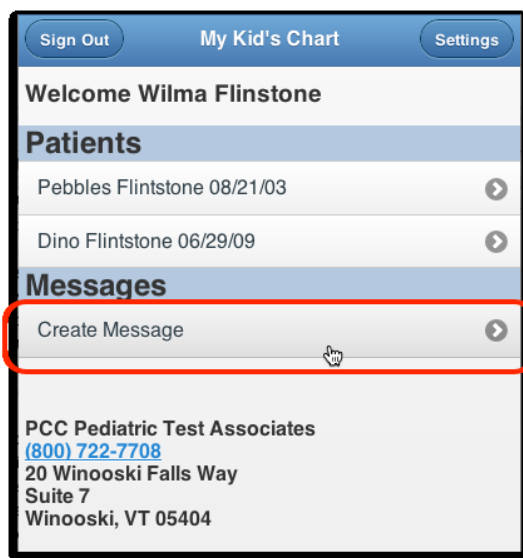


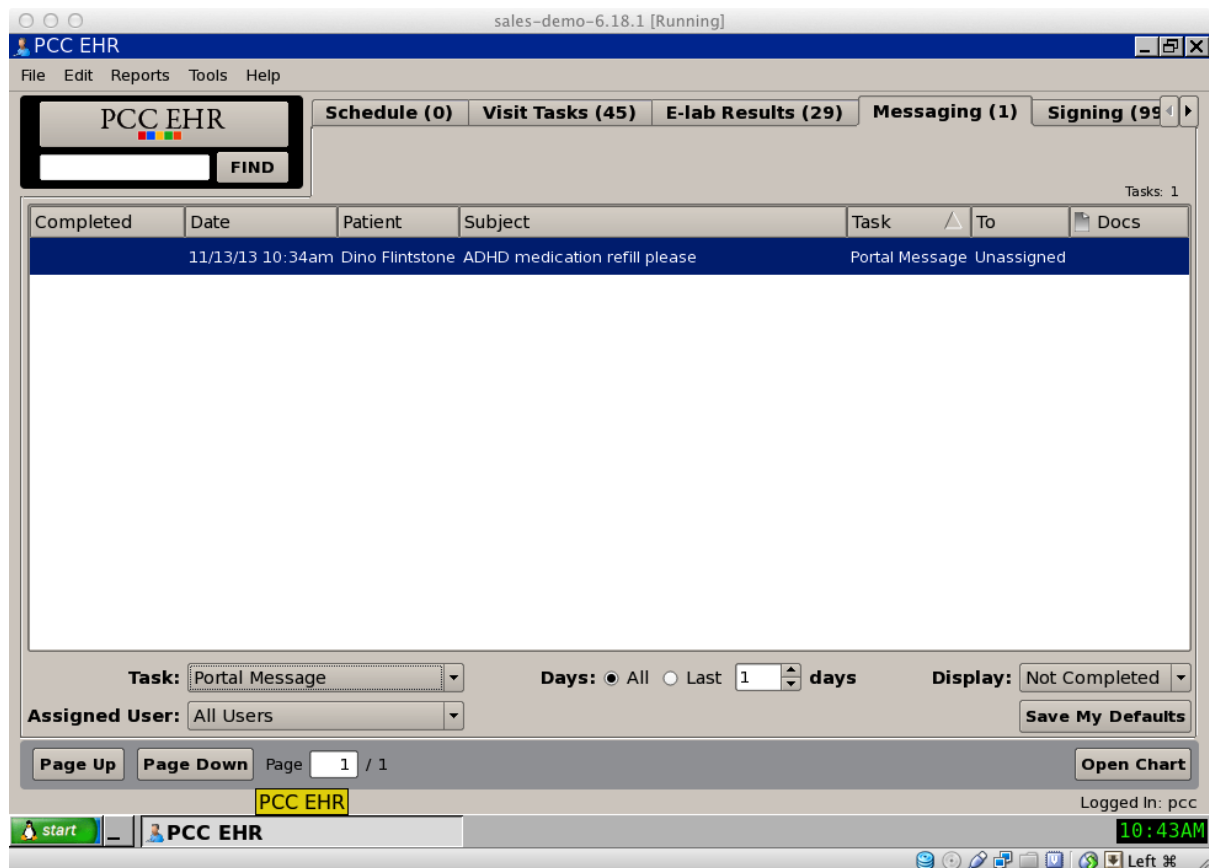
Request for appointments, prescription refills, referrals or test results

For PCC EHR practices that have been registered to use PCC's patient portal functionality, My Kid's Chart, patients can request for appointments or prescription refills via the secure messaging functionality.

From the portal, the patient would create a new message asking for a prescription refill or appointment:

A screenshot of the 'Create Message' form in the 'My Kid's Chart' patient portal. The form has a blue header with a 'Back' button and the title 'My Kid's Chart'. Below the header is a disclaimer: 'This message service is intended for non-critical questions. If you have an emergency please call 911.' The form contains three main sections: 'Patient', 'Subject', and 'Message'. The 'Patient' section has a dropdown menu with 'Dino Flintstone' selected. The 'Subject' section has a text input field with 'ADHD Medication Refill'. The 'Message' section has a text area with the text: 'Dino is about to run out of his Ritalin Rx. Since he was just in for a well visit last month, can you call in an Rx refill for me? Thanks!'. At the bottom of the form is a large blue 'Send' button.

Once sent, the request for prescription refill will appear on the “Messages” queue in PCC EHR:



An EHR user would assign the message to the patient's primary care physician who would review the request. In this case, Dr. Davidson (the PCP) has called in the Rx refill and is sending a reply back to Chris:

sales-demo-6.18.1 [Running]

PCC EHR

File Edit Reports Tools Help

PCC EHR

FIND

Dino Flintstone* PCC# 3335

Medical Summary

Demographics

History

Message: 11/13/13

Portal Message

Portal Messages

Tasks

Subject: ADHD medication refill please TO James Davidson, M.D.

Date: 11/13/13 10:34am
From: Chris Forleo

Dino is about to run out of his Ritalin Rx. He was just in for a well visit last month so I'm hoping you can call in a refill for me?

Conversation is complete. Reply not sent. [pcc 11/13/13 10:48am]

Reply

Hi Chris, I just called in Dino's Rx refill. Should be ready shortly. I'd like to check back with Dino in a couple months to see how everything is going.

Send

Tasks

TASK Prescription Needed TO James Davidson, M.D.

NOTE Call in Rx for Dino Flintstone [pcc 11/13/13 10:48am]

Previous Next Close Save Save + Ex

Logged In: jam

10:53AM

Once the reply has been sent, Chris will get an email letting him know a reply has been made. Checking in the portal, Chris will see the response from Dr. Davidson and know that the Ritalin Rx is ready:

Back My Kid's Chart Reply

Dino Flintstone

Birthdate: 08/02/09

Last Physical: 08/05/12

Subject: ADHD medication refill please

11/13/13 10:57am

James Davidson, M.D.

Hi Chris, I just called in Dino's Rx refill. Should be ready shortly. I'd like to check back with Dino in a couple months to see how everything is going.

11/13/13 10:34am

Chris Forleo

Dino is about to run out of his Ritalin Rx. He was just in for a well visit last month so I'm hoping you can call in a refill for me?

Requests for appointments can be made in a similar fashion where the portal user would send a message to the practice asking to be scheduled for an appointment. The message would appear in PCC EHR and the practice would either schedule the patient or call the patient back to confirm a convenient appointment time.

For PCC EHR practices that have been registered to use PCC's patient portal functionality, My Kid's Chart, patients also have access to test results within the portal.

The screenshot displays the 'My Kid's Chart' interface for a patient named Dino Flintstone, born 08/02/09, with a last physical exam on 08/05/12. The interface includes sections for 'Upcoming Appointments' (currently 'None'), 'Visits' (listing three past visits with dates and descriptions), and 'Labs'. The 'Labs' section shows two tests from 08/16/10: a 'Lead Screen' with a result of '2 ug/dl' and a 'CBC' with a result of 'normal'. Red arrows point from the text 'Lab test results' to the 'Lead Screen' entry and from 'Medical test results (e.g. vision/hearing screenings, etc)' to the 'Medical Tests' section, which currently shows 'None'. A 'More' button is located below the visits list.

Patients can also request for referrals or test results via the secure messaging functionality. From the portal, the patient would create a new message asking for a referral or for test results that are not yet appearing in the portal:

The screenshot shows the mobile app interface for 'My Kid's Chart'. At the top, there are buttons for 'Sign Out', 'My Kid's Chart', and 'Settings'. Below the header, it says 'Welcome Wilma Flintstone'. The main content area is divided into 'Patients' (listing Pebbles Flintstone and Dino Flintstone) and 'Messages'. The 'Create Message' button in the 'Messages' section is highlighted with a red rectangle and a mouse cursor. At the bottom, the contact information for 'PCC Pediatric Test Associates' is displayed, including the phone number (800) 722-7708 and the address in Winooski, VT.



Back

My Kid's Chart

This message service is intended for non-critical questions. If you have an emergency please call 911.

Patient

Astro Jetson

Subject

Referral to ENT specialist

Message

Astro needs a referral to an ENT specialist. Can you please complete the necessary paperwork so Astro can visit Dr. Anderson to have his inner ear checked out by a specialist?

Send

An EHR user would assign the incoming message to the patient's primary care physician who would review the request. In this case, Dr. Davidson (the PCP) has reviewed the request and has opened a task for his referral nurse, Alice Nourmand, to proceed with arranging the referral with the ENT specialist. Dr. Davidson has replied to Chris letting him know that Alice would be in touch once the referral was coordinated.

sales-demo-6.18.1 [Running]

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Portal Message

Astro Jetson 4 yrs, 7 mos 3/28/09

Astro Jetson PCC# 1823
Medical Summary
Demographics
History
Message: 11/13/13
Portal Message
Portal Messages
Tasks

Portal Messages

Subject: Referral to ENT specialist TO James Davidson, M.D.

Date: 11/13/13 11:21am
From: Chris Forleo

Astro needs a referral to an ENT specialist. Can you please complete the necessary paperwork so Astro can visit Dr. Anderson to have his inner ear checked out by a specialist?

Date: 11/13/13 11:24am
From: James Davidson, M.D.

Hi Chris. Alice will be contacting Dr. Anderson to arrange this referral. She will be in contact with you with more details.

Tasks

TASK Referral Needed TO Alice Normand

NOTE please coordinate referral for Astro to see Dr. Anderson the ENT specialist.

start

PCC EHR

Logged In: jarn

11:25AM