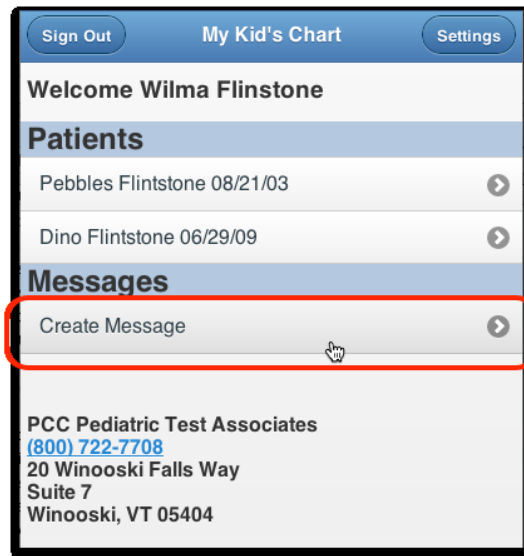


**Element 6: Patients can request appointments, prescription refills, referrals and test results.**

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:



Back

My Kid's Chart

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

Patient

Dino Flintstone

Subject

ADHD Medication Refill

Message

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!

Send

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

sales-demo-6.18.1 [Running]

PCC EHR

File Edit Reports Tools Help

PCC EHR

FIND

Schedule (0)

Visit Tasks (45)

E-lab Results (29)

Messaging (1)

Signing (99)

Tasks: 1

Completed	Date	Patient	Subject	Task	To	Docs
	11/13/13 10:34am	Dino Flintstone	ADHD medication refill please	Portal Message	Unassigned	

Task: Portal Message

Days: ☒ All ☐ Last 1 days

Display: Not Completed

Assigned User: All Users

Save My Defaults

Page Up

Page Down

Page 1 / 1

Open Chart

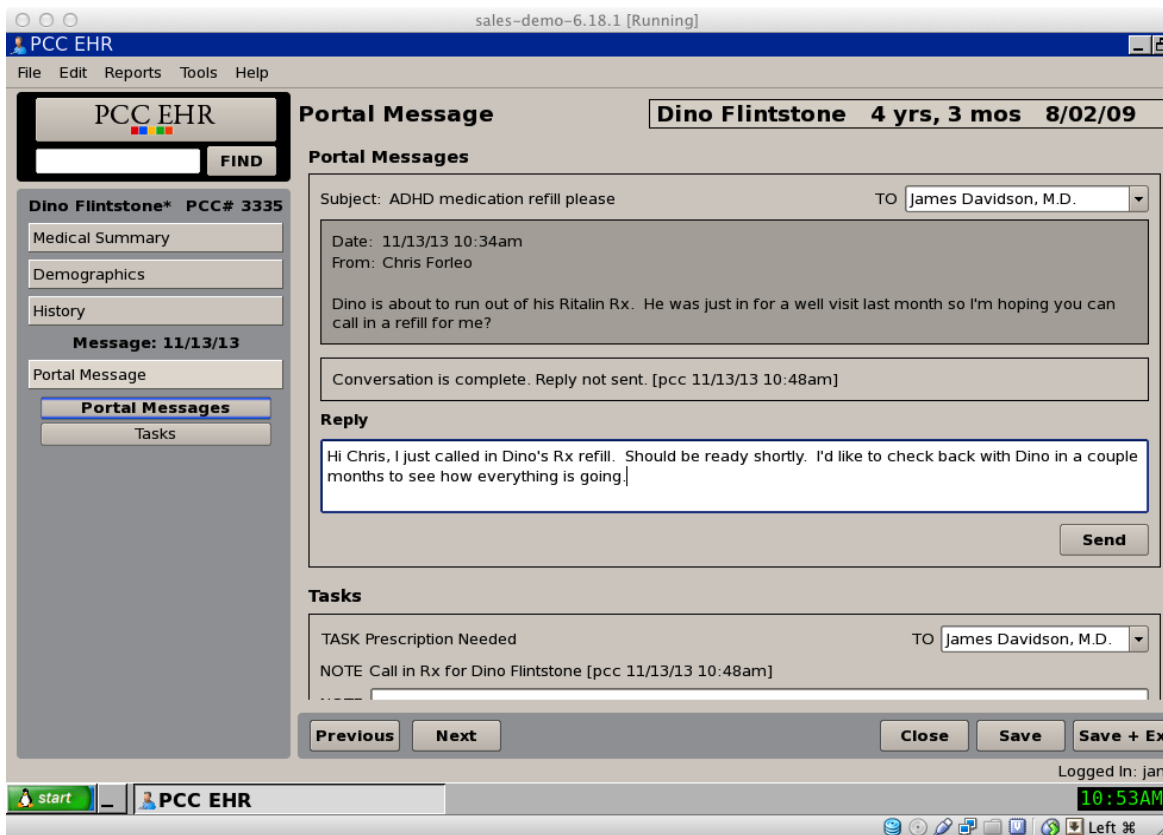
start

PCC EHR

Logged In: pcc

10:43AM

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:



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 have access to test results within the portal.

**Back** **My Kid's Chart**

**Dino Flintstone**  
Birthdate: 08/02/09  
Last Physical: 08/05/12

**Upcoming Appointments**  
None

**Visits**

05/22/13 - Sick Demo	➔
08/05/12 - 3 Yr Well - Bright Futures	➔
02/04/12 - 2.5 Yr Well - Bright Futures	➔

**More**

**Labs**

08/16/10 (2 labs)

**Lead Screen**  
Lead Screen  
Result: 2 ug/dl

**CBC**  
CBC  
Result: normal

**Medical Tests**

None

**Lab test results**

**Medical test results (e.g. vision/hearing screenings, etc)**

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:

**Sign Out** **My Kid's Chart** **Settings**

**Welcome Wilma Flintstone**

**Patients**

Pebbles Flintstone 08/21/03	➔
Dino Flintstone 06/29/09	➔

**Messages**

**Create Message** ➔

**PCC Pediatric Test Associates**  
[\(800\) 722-7708](tel:8007227708)  
20 Winooski Falls Way  
Suite 7  
Winooski, VT 05404

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]

PCC EHR

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FIND

Astro Jetson PCC# 1823

Medical Summary

Demographics

History

Message: 11/13/13

Portal Message

Portal Messages

Tasks

Portal Message

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

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.

Add Reply

Tasks

TASK Referral Needed

TO Alice Normand

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

Previous

Next

Close

Save

Save + Ex

start

PCC EHR

Logged In: jam

11:25AM

Left