

Factor 1: Assesses the racial and ethnic diversity of its population

and

Factor 2: Assesses the language needs of its population

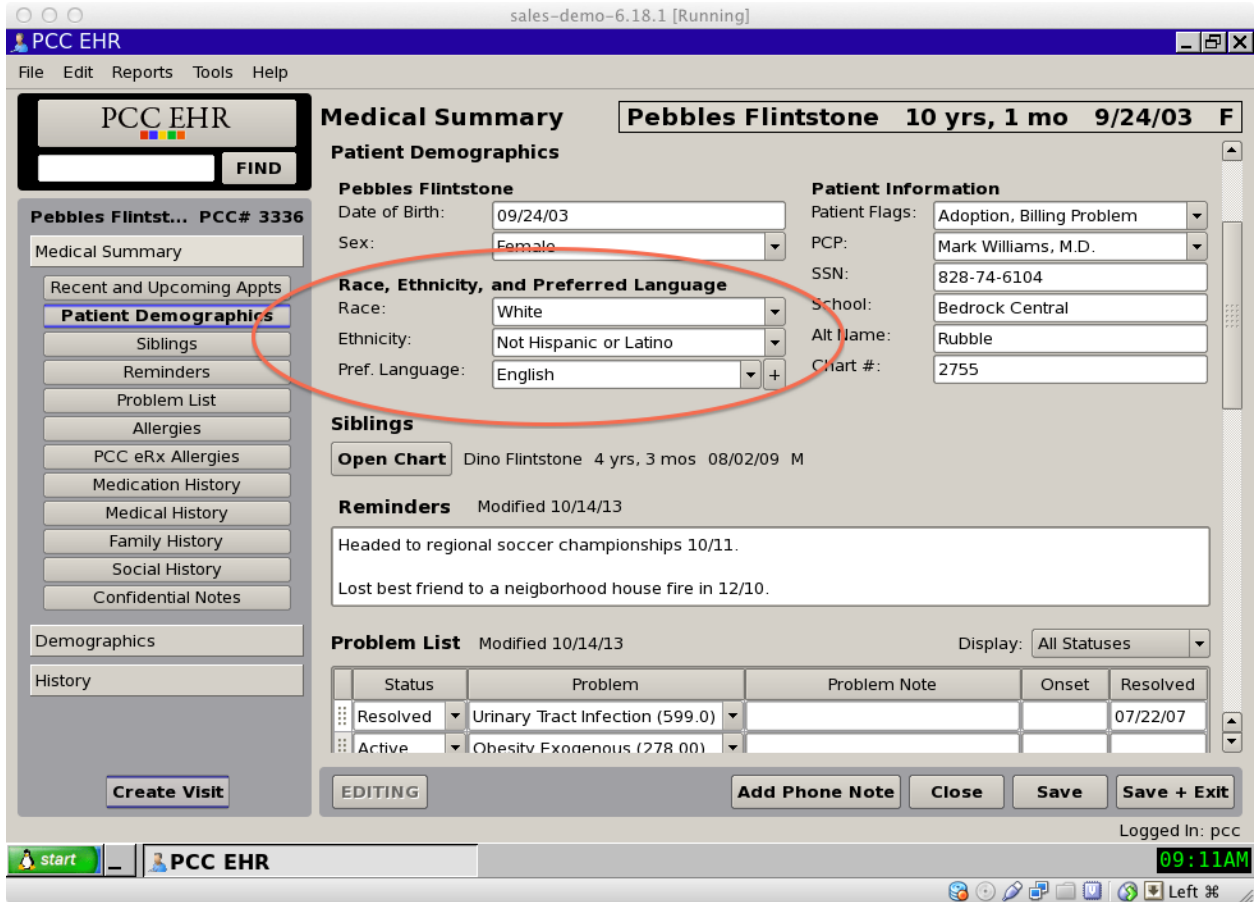
PCC Partner users can document race, ethnicity, and preferred language at the time the patient is checked in for their appointment. This information is documented on the second step of the checkin process:

The screenshot shows a web-based form titled "Checkin - Additional Demographics" for "Step 2 of 5". The patient information is as follows:

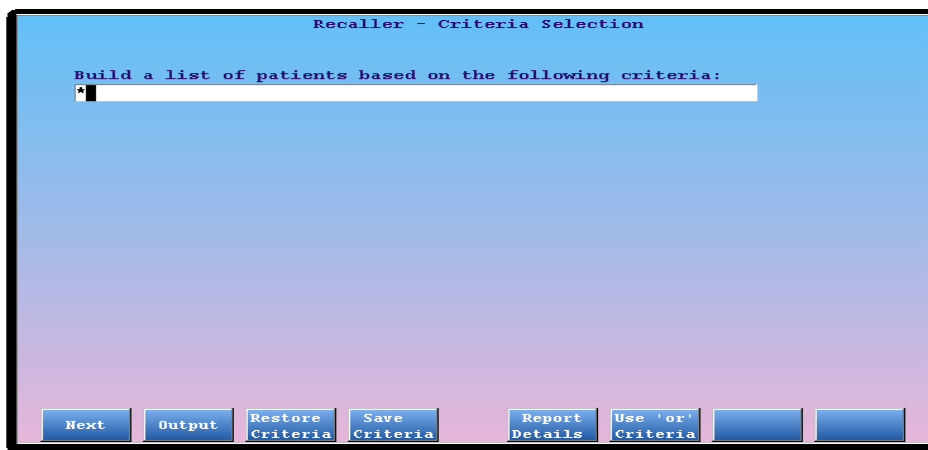
Pat PCC (#2974)	Checkin - Additional Demographics	Step 2 of 5	
First Name:	Pebbles	Born:	Dec 11, 1997
Last Name:	Flinstone	Age:	15 yrs, 11 mo
Physician:	Mark Williams, M.D.	Sex:	Female
Status:	Chronic		
Ethnicity:	Not Hispanic or Latino		
Race:	White		
Preferred Language:	English		
Other Language:			
Other Language:			
Patient Confidential Communication Preference:			
Contact Name:			
Method:	<input type="checkbox"/> Mailing Address		
	<input type="checkbox"/> Cell Phone		
	<input type="checkbox"/> Work Phone		
	<input type="checkbox"/> Home Phone		
	<input type="checkbox"/> Text		
	<input type="checkbox"/> E-mail		
	<input checked="" type="checkbox"/> No Preference		

At the bottom of the form, there are several navigation buttons: "Next Step", "Partner_partner (anita)", "Patient History", and "Patient Forms".

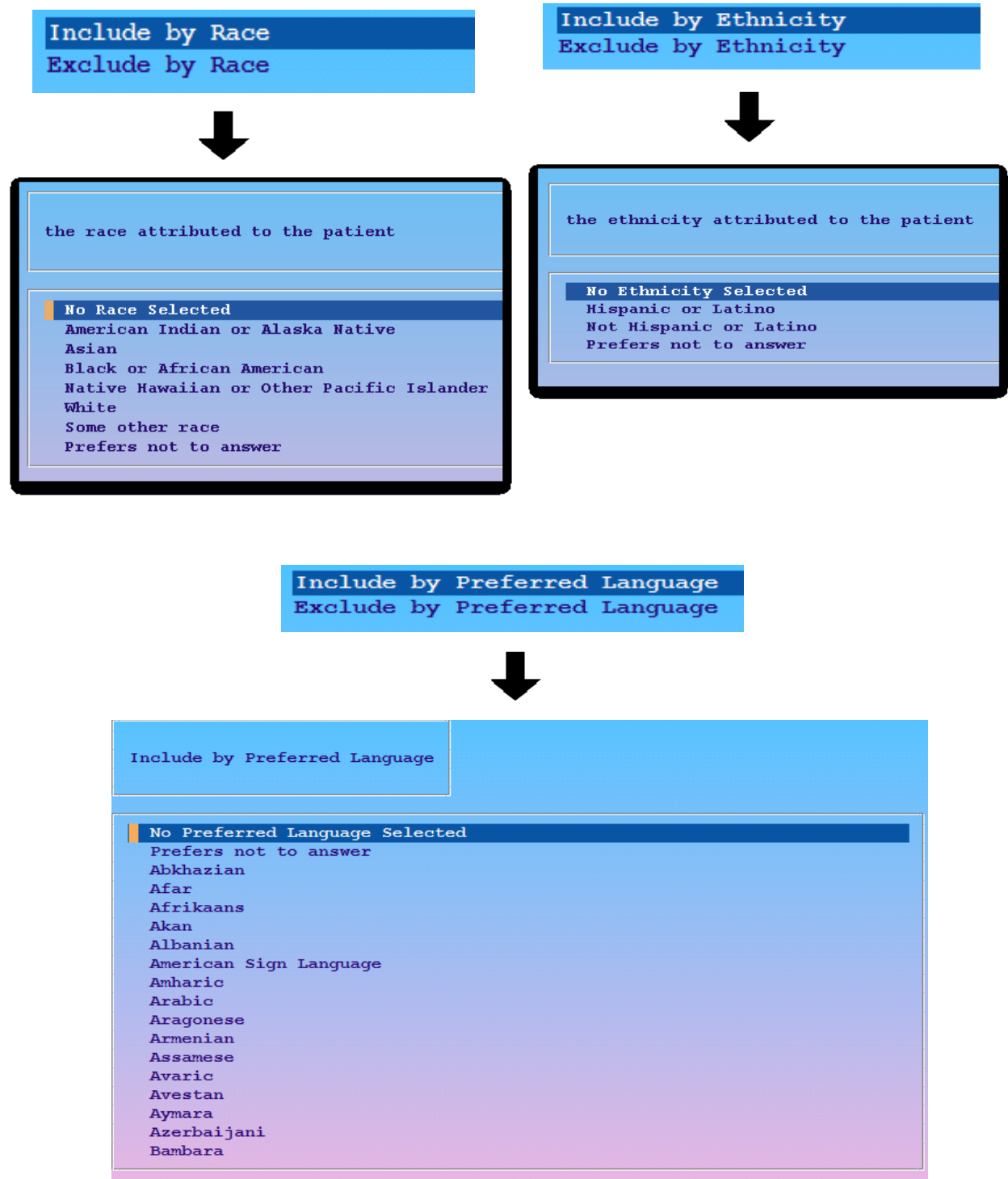
PCC EHR users can also document race, ethnicity, and preferred language within the demographics section of the patient chart:



To access the racial and ethnic diversity and language needs of their patient population, PCC Partner users can use the **recaller** report. This report has other uses, but one of its primary functions is to allow users to do quick research and reporting on patient populations as described below. First, the user would type an asterisk to search for the appropriate restriction criteria:



The user will be prompted to select at least one of the valid choices for the selected criteria. Here are examples of what the user will be presented with if selecting to generate a list of patients including by race, ethnicity, or preferred language:



Once the appropriate criteria is selected, the user will proceed to the output screen which looks like this:

Report Name, If Restored → Recaller - Output Physical Recall

To save this report for future use, press **F4**.

Totals → 588 Patients
468 Guarantors associated with these Patients
470 Custodians associated with these Patients

Output Type → 1. What type of output do you want?

<input checked="" type="checkbox"/>	Patient List	Standard List
<input type="checkbox"/>	Form Letters	Patient Form Letters
<input type="checkbox"/>	Labels	Guarantor Labels
<input type="checkbox"/>	Subtotal by Age and Sex Report	

Specific Output Options →

Output Sorting → 2. How should the output be sorted?

<input checked="" type="checkbox"/>	Last Name
<input type="checkbox"/>	Zip Code
<input type="checkbox"/>	Birthday
<input type="checkbox"/>	Birth Date

Buttons: Process, Save Criteria, Report Details, Back

The top section of the screen indicates report totals. Since the *recaller* finds patients by both patient and family characteristics, it lists patient, guarantor, and custodian totals. These numbers will differ because some families have more than one patient meeting your recall criteria, and patients may have different custodians and guarantors.

The user is presented with options for the type of output they'd like to see. Options include a standard list including patient names and other demographic information. Or the user can view of subtotal of patients grouped by age and sex which looks like this:

Recaller - Subtotal by Age and Sex Report

Age Range	Female	Male	Total
Not Available	0	0	0
Under 1 Month	0	0	0
1 Month	0	0	0
2 Months	0	0	0
3 Months	3	1	4
4 Months	4	4	8
5 Months	3	2	5
6 Months	7	5	12
7 Months	4	2	6
8 Months	2	0	2
9 Months	2	2	4
10 Months	4	4	8
11 Months	3	1	4
1 Year	42	35	77
2 Years	19	26	45
3 Years	20	29	49
4 Years	19	25	44
5 Years	21	23	44
6 Years	22	16	38

Done Jump to Top Jump to Bottom Send To... Search Pattern

A listing or subtotaled summary as shown above can be generated based on the restriction criteria selected for race, ethnicity, or preferred language.

Practices are also encouraged to run broad reports allowing them to asses the size of particular patient populations for the purpose of developing new resources. For example, here in PCC's hometown, there are dozens of languages spoken in the elementary schools as we are a refugee resettlement area. A local pediatrician can tap a button to quickly count the number of Bosnian, Thai, or Bantu speakers to identify newly needed patient handouts, etc.