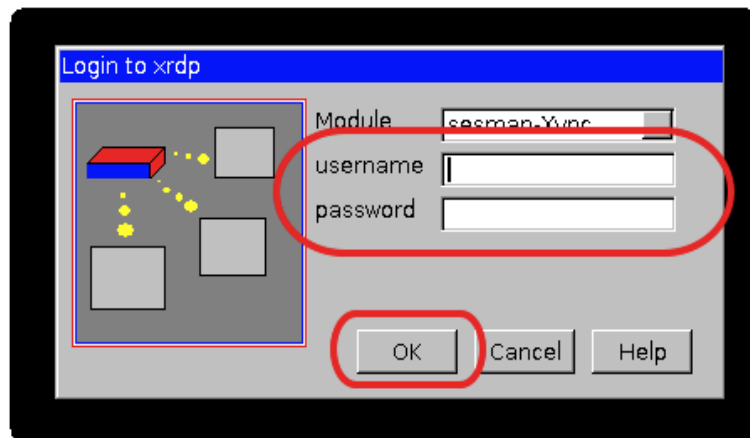


Factor 2: Providing continuity of medical record information for care and advice when office is not open

PCC practices can access their systems remotely using RDP (Remote Desktop Protocol) to provide care and advice to patients when the office is not open. From a window's PC, the user would choose the "Remote Desktop Connection" application from within the "Accessories" menu in windows. They would then enter the practice's server name and port number as shown on the following screenshot:

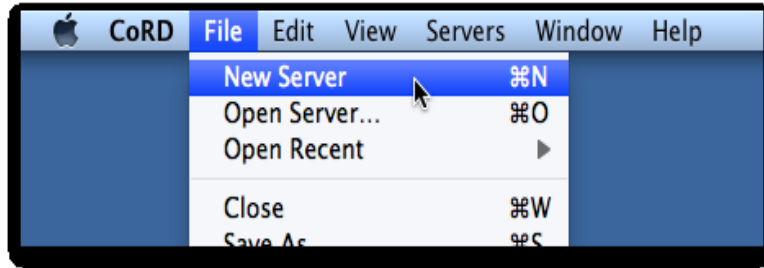


The user would then enter their username and password to log into the remote server:



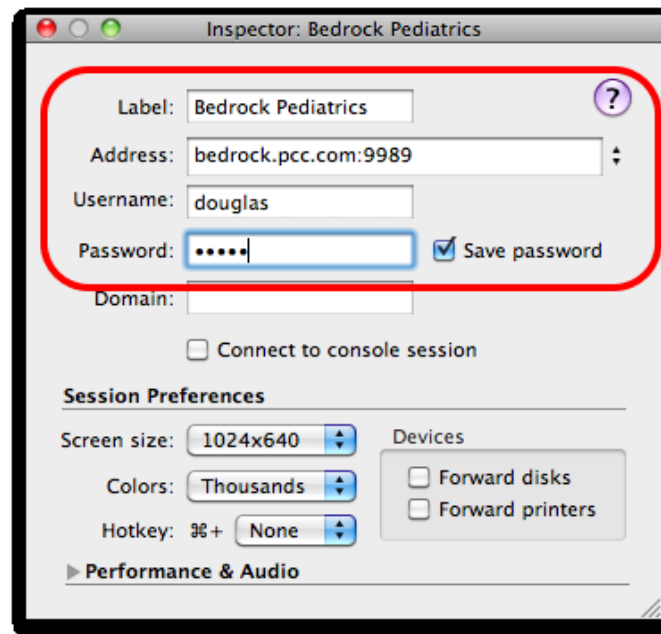
RDP creates a secure, virtual workspace for running PCC EHR and Partner. Clicking on the start "penguin" allows the user to access PCC EHR or Partner to access patient medical record information just as if they were in the office.

For MAC users, the RDP method of secure, remote access is used with the CoRD application.



Once the user opens the CoRD application on their MAC they would choose the “New Server” option underneath the “File” menu:

They would then enter the practice's server name and port number as shown on the following screenshot:



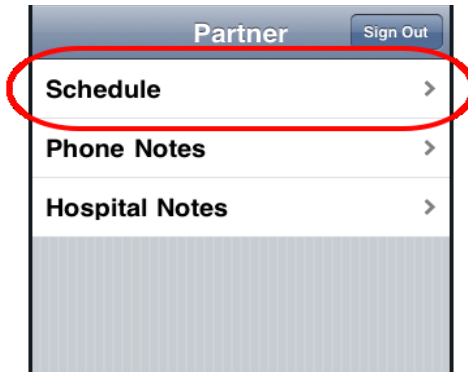
PCC practices also have the ability to access medical record information using Pocket Partner, a mobile application that runs on the Apple iPhone, iPod Touch, iPads, and some Android devices. Pocket Partner allows the user to remotely view patient details including the following information:

- Date of Birth, Age, Sex, Primary Care Provider, and Status Flags
- Major Diagnoses and Allergies
- Diagnoses History, Immunizations History
- Visit History, with Procedures
- Physical dates, Next and Last Appointment
- Insurance Policy

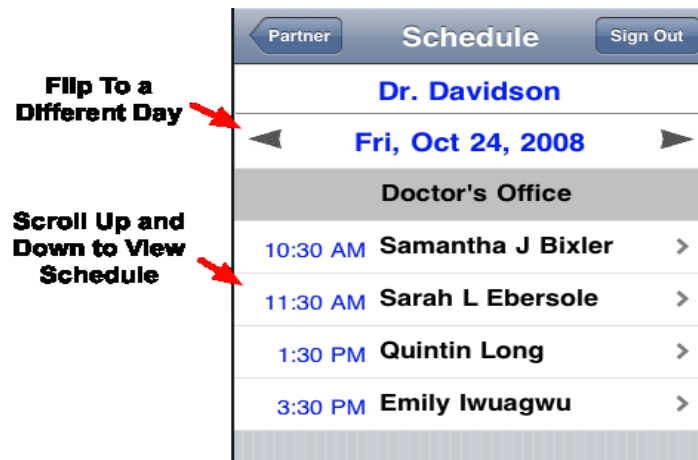
- Custodian Contact Information

In addition, Pocket Partner users can view their schedule of appointments and record a phone or hospital note.

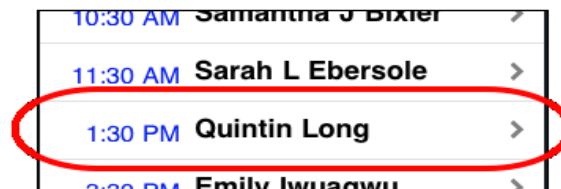
Once the user has connected to Pocket Partner and signed in, they can access the schedule as documented in the following screenshots:



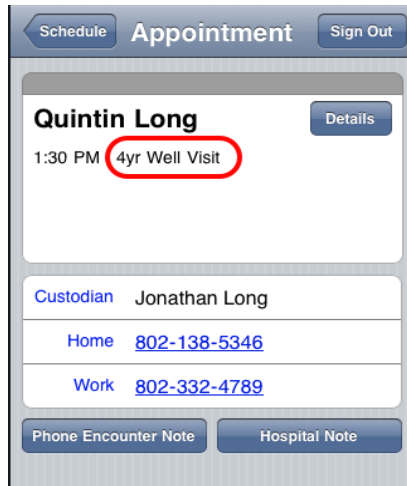
Scroll up and down to review the schedule for today and side-to-side to view the schedule for different days:



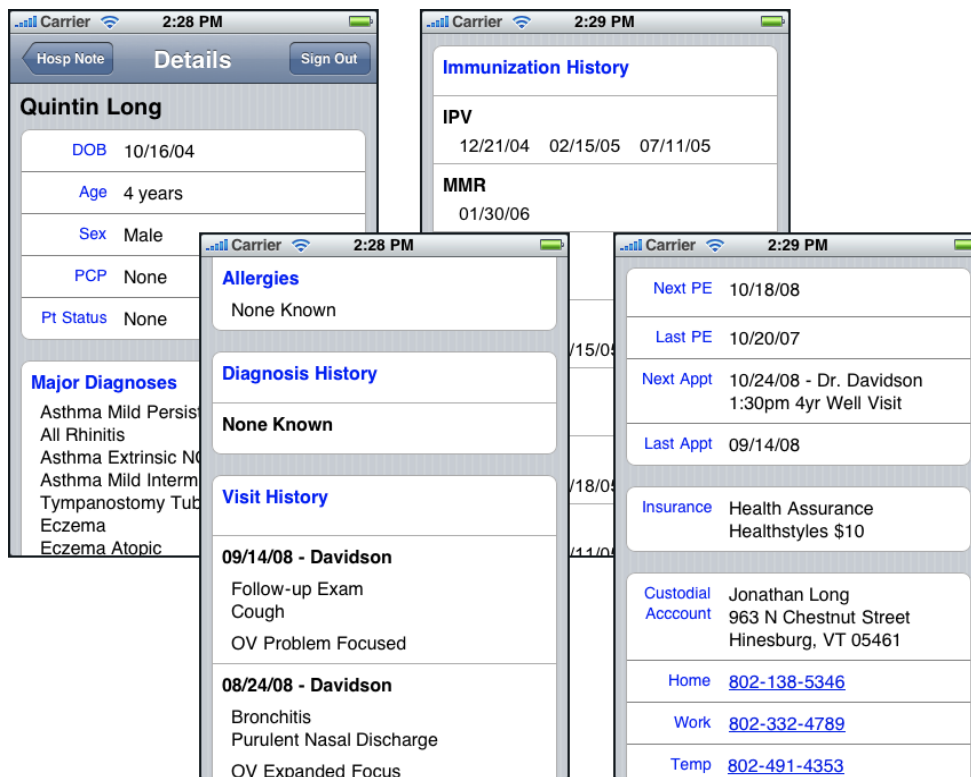
Select any patient on the schedule to view more information:



The Appointment screen shows the visit reason and custodian contact information:



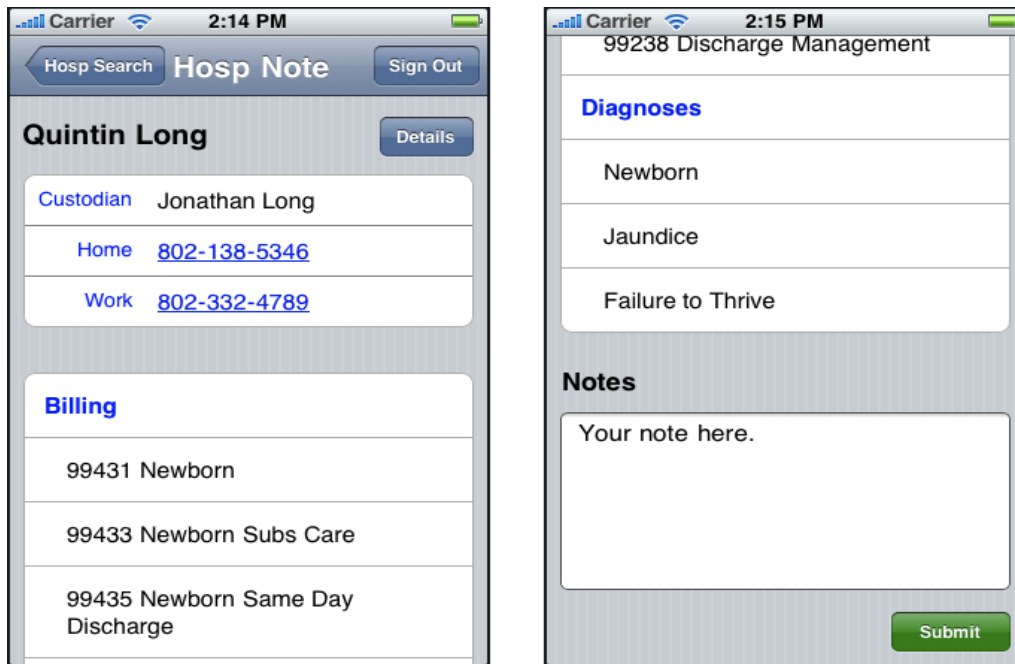
While viewing the appointment details, you can use the buttons to view any of the patient details described above:



If a clinician has correspondence while away from the office, they could document this as a phone contact within Pocket Partner documenting the caller, call reason, plan, and free text note:



If the clinician is seeing a patient in the hospital and wants to access patient details or document notes and billing information about the hospital encounter, this can be done using Pocket Partner:



The phone and hospital notes pick lists can be configured differently for each PCC practice.

Additionally, for practices enabled with patient portal access, patients have 24-hour access to a summary of their medical record via the patient portal at MyKidsChart.com. If a patient is

receiving after-hours care at a facility or location outside the office, this electronic access to their visit history, immunizations, lab results, or secure messages can provide useful information to the care provider they are seeing when the office is not open.