

## PCMH 1: Enhance Access and Continuity

### Element G: The Practice Team

#### Factor 3: The practice uses standing orders for services

PCC clients using PCC EHR have access to dozens of pre-designed charting protocols, including the suite of Bright Futures visits, NICHQ's Premie Templates, and many of the favorite designs gathered from our installed base of clients. Practices also have the freedom to develop their own clinical templates. Nearly every protocol takes advantage of a “standing order” for clinical consistency – for example, Bright Futures protocols have standing orders built into them, prompting the clinician to document age-appropriate routine preventive services, development milestones, and relevant screening, labs, and immunization orders.

PCC EHR includes Bright Futures protocols specific to each recommended well visit. The rest of this section highlights a visit protocol that a clinician would use to document a standard, out-of-the-box 1 year well visit.

The clinician is prompted to document various historical aspects of the child's medical record along with the social/family history:

The screenshot displays the PCC EHR interface for a '12 Mo Well - Bright Futures' visit. On the left, a sidebar lists visit components: Intake, History (highlighted), Social/Family History, Review of Systems, Nutrition, Physical Exam, Lab, Medical Procedures, Medical Test, Screening, Radiology, Immunizations, Anticipatory Guidance Disc..., and Plan. The main area, titled 'History', features a 'Select All' button and a list of checkboxes with corresponding text input fields:

- Previsit Questionnaire reviewed
- Child has a dental home
- Child has special health care needs
- Concerns and questions (notes below)
- Follow-up on previous concerns (notes below)
- Interval History (Changes? notes below)
- Medication Record (reviewed and updated)

At the bottom of the main area are 'Previous' and 'Next' navigation buttons.

Nutrition and development:

**Visit:**  
12 Mo Well - Bright Futures

Intake  
History  
Social/Family History  
Review of Systems  
**Nutrition**  
Physical Exam  
Lab  
Medical Procedures  
Medical Test  
Screening  
Radiology  
Immunizations  
Anticipatory Guidance Disc...  
Plan

**Nutrition**

**Select All**

Breast Milk (Minutes per feeding, Hours between feedings per 24 hours)  
[dropdown menu]

Formula (Ounces per feeding)  
notes [dropdown menu]

Source of water  
notes [dropdown menu]

Vitamins/Fluoride  
notes [dropdown menu]

add item  
notes [dropdown menu]

**Visit:**  
12 Mo Well - Bright Futures

Intake  
History  
Social/Family History  
Review of Systems  
**Nutrition**  
Physical Exam  
Lab  
Medical Procedures  
Medical Test  
Screening  
Radiology  
Immunizations  
Anticipatory Guidance Disc...  
Plan

**Development (If not reviewed in Previsit Questionnaire)**

Make All: **Yes** **No** **N/A**

Yes No N/A

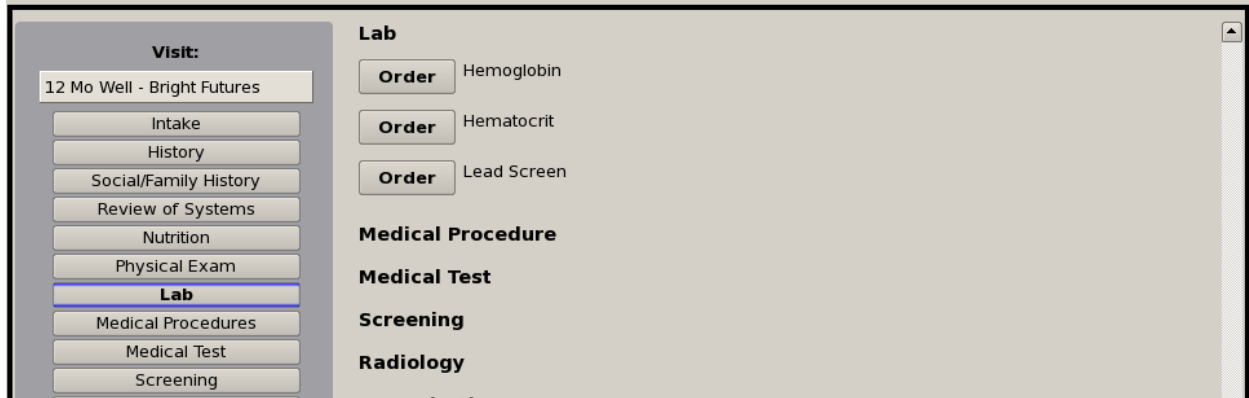
Social-Emotional (Waves bye-bye, Tries to do what you do, Cries when you leave, Plays peekaboo, Hands you a book to read)  
notes [dropdown menu]

Communicative (Speaks 1-2 words, Babbles, Tries to make the same sounds you do, Looks at things you are looking at)  
notes [dropdown menu]

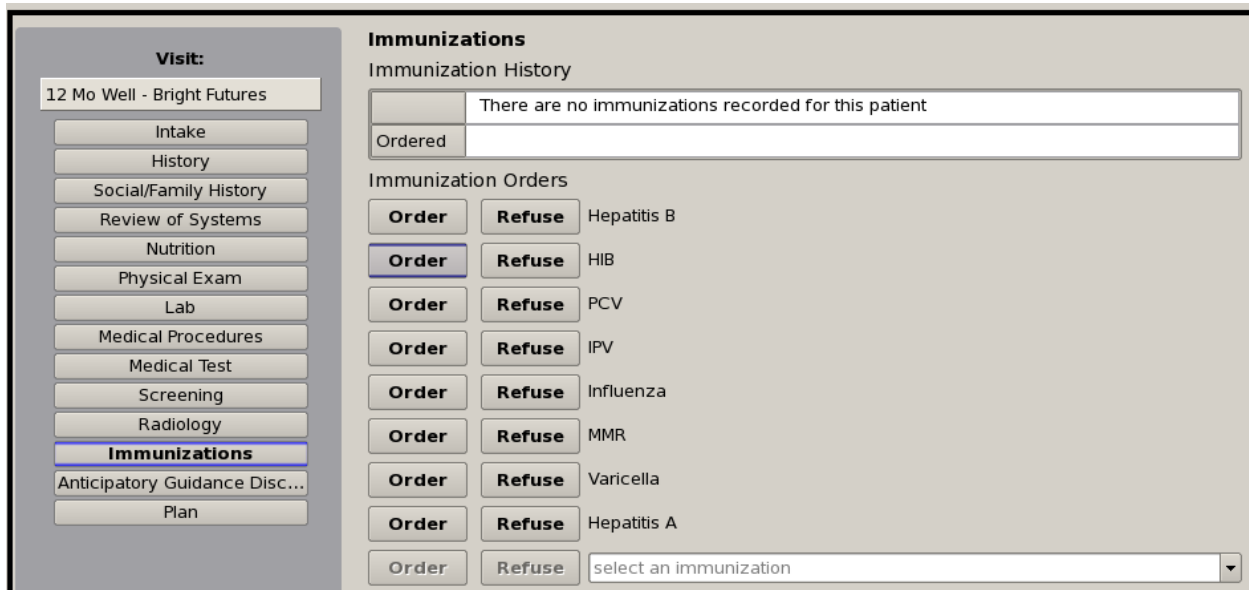
Cognitive (Follows simple directions)  
notes [dropdown menu]

Physical Development (Bangs toys together, Pulls to stand, Stands alone, Drinks from a cup)  
notes [dropdown menu]

Any recommended labs, screenings, medical tests, or screenings appear next (or in the order the practice prefers). In this case, because the patient is 1 year old, a Hemoglobin, Hematocrit, and/or Lead Screening is usually expected, so standing orders appear for those procedures. The clinician simply clicks the "Order" button to trigger the order which would appear as an open task to be completed by other clinical staff:



Recommended immunizations appear next with the immunizations generally administered at the 1 year visit showing. Again, the clinician simply clicks the “Order” button next to the immunization and a task is opened:



Finally, the clinician documents anticipatory guidance with prompts for age-appropriate guidance to discuss:

**Visit:**

12 Mo Well - Bright Futures

- Intake
- History
- Social/Family History
- Review of Systems
- Nutrition
- Physical Exam
- Lab
- Medical Procedures
- Medical Test
- Screening
- Radiology
- Immunizations
- Anticipatory Guidance ...
- Plan

### Anticipatory Guidance Discussed

Make All: **Yes** **No** **N/A**

Yes No N/A

- Family Support (Time for self/partner, Community activities, Age-appropriate discipline)
- Establishing Routines (Family traditions, Nap and bedtime)
 

notes
- Feeding and Appetite Changes (Self-feeding, Consistent meals/snacks, Variety of nutritious foods, Iron-fortified formula)
 

notes
- Establishing a Dental Home (First dentist visit, Brush teeth twice a day, Limit bottle use (water only), No bottle in bed)
 

notes
- Safety (Car safety seat, Poisons, Water, No supervision by young children, Sharp objects, Guns, Home safety, Falls)
 

notes

Bright Futures visit protocols like the one described above are pre-loaded into PCC EHR for all recommended well visit intervals and are available to all PCC EHR users. Users also have the ability to customize any of these visit protocols if they so choose.