PANEL DISCUSSION

Revenue Leakage: A Whole-Practice Approach to Capturing Every Dollar

Welcome!

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Brett Cleary

Senior Account Executive,
Office Practicum

Quick Housekeeping

- All attendees will be muted during this webinar. Please drop your questions into the **Questions** box.
- If you don’t see the Questions box, click “Questions” in the top menu to add it to your webinar console.
- You will receive this recording + slides in your email.

Agenda

- Introductions
- Polling and open discussion
- Q&A

Welcome!

Clifford James III, MD
CEO, Kids Central Pediatrics

Kateri Haskett
CEO, Pediatric Associates of Northern KY

Jay Caruthers
Practice Manager, Pediatrix

Poll Question

What are the key responsibilities of your staff during the check-in process?

- Verify insurance and collect copays
- Collect any open balances for the patient (and siblings)
- Update contact info and ensure forms are signed
- Review if well visits and vaccines are up to date or due
- All of the above

Poll Question

How do you make sure your schedule is balanced *and* your patients are up-to-date on the pediatric care they need?

- We rely on parents to call (or self-schedule) the practice when a check-up is needed.
- We run a recall report to see which patients are overdue, and contacts the parents.
- Our provider(s) alert the staff to create a future appointment.
- We send out a postcard, call, or text parents to remind them to schedule an appointment.

Poll Question

What coding do your providers have to manually do?

- Just ICD-10 and E/M codes
- Labs and procedures
- Vaccines
- Vaccine admin codes
- Coding for the whole visit; including E/M, procedures, labs/screenings, vaccines, admins codes

Questions?

* Special Offer *

Limited-Time Promo

Sign an OP EHR contract by May 31, 2026, and get 1 year of Practice Analytics + Benchmarking for FREE for each provider.

Over $800 in savings, per provider!

Resources

Client Success Story

Challenge

Pediatric Associates of Connecticut needed a reliable EHR to support their 16,000-patient practice — one that offered seamless implementation, thorough training, and ongoing support, all without the headaches they had experienced with their previous system.

Solution

To address their specific needs, Pediatric Associates of Connecticut partnered with OP, a pediatric-focused EHR that provides structured implementation, comprehensive training and support, and functionality designed for pediatric practices.

Results

With OP, the practice had a smooth onboarding experience that boosted staff morale and delivered operational efficiency. Providers were able to return to full schedules within days of their Go-Live, all while maintaining exceptional patient care.

Learn more:
sales@officepracticum.com
800.218.9916

From Demo to Day One: A Smarter Approach to Pediatric EHR Implementation + Onboarding

Located in Waterbury and Southbury, Connecticut, Pediatric Associates of Connecticut is a thriving 12-provider practice serving close to 16,000 patients across two locations. After experiencing a difficult EHR implementation that left staff frustrated and ready to quit, the practice made a strategic decision to invest in Office Practicum (OP), a pediatric-focused EHR that helps them manage the clinical, operational, and financial aspects of their practice.

This switch has delivered exceptional results, allowing them to streamline workflows, restore team confidence, and maintain their commitment to quality patient care.

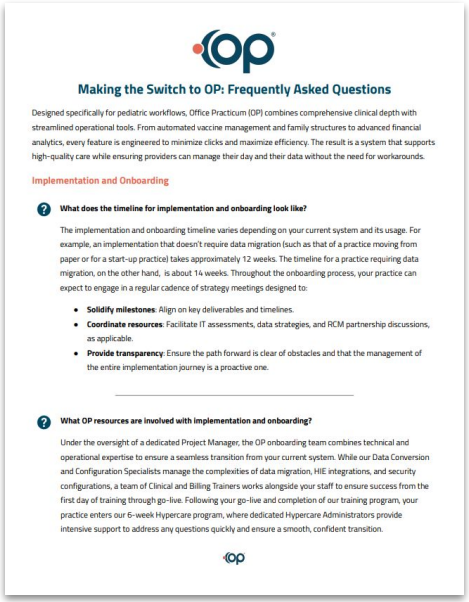
Finding the Right Pediatric-Focused Solution

In 2023, Sara Page, CFO and Business Manager of Pediatric Associates of Connecticut, prioritized finding a mature, pediatric-specific EHR to support their high-volume practice. After a previous implementation with another EHR left staff overwhelmed and ready to quit, they sought a solution with proven functionality and comprehensive support. Their search led them to OP, an EHR designed exclusively for pediatric practices.

While the practice evaluated several EHR options, they ultimately selected OP because of its pediatric functionality, intuitive face sheets, comprehensive PCMH toolkit, and seamless integration with CT WIZ, their state immunization registry. "The functionality. The layout. The fact that it is pediatric-based. We liked the fact that when you pull up a patient, it's got everything on the face sheet right there for you," said Sara. "Having an EHR centered around pediatric workflows has been instrumental to our success."

Once a decision was made, it was time to start implementing their new system.

[Case Study | From Demo to Day One: A Smarter Approach to Pediatric EHR Implementation + Onboarding]



Making the Switch to OP: Frequently Asked Questions

Designed specifically for pediatric workflows, Office Practicum (OP) combines comprehensive clinical depth with streamlined operational tools. From automated vaccine management and family structures to advanced financial analytics, every feature is engineered to minimize clicks and maximize efficiency. The result is a system that supports high-quality care while ensuring providers can manage their day and their data without the need for workarounds.

Implementation and Onboarding

What does the timeline for implementation and onboarding look like?

The implementation and onboarding timeline varies depending on your current system and its usage. For example, an implementation that doesn't require data migration (such as that of a practice moving from paper or for a start-up practice) takes approximately 12 weeks. The timeline for a practice requiring data migration, on the other hand, is about 14 weeks. Throughout the onboarding process, your practice can expect to engage in a regular cadence of strategy meetings designed to:

- **Solidify milestones**: Align on key deliverables and timelines.
- **Coordinate resources**: Facilitate IT assessments, data strategies, and RCM partnership discussions, as applicable.
- **Provide transparency**: Ensure the path forward is clear of obstacles and that the management of the entire implementation journey is a proactive one.

What OP resources are involved with implementation and onboarding?

Under the oversight of a dedicated Project Manager, the OP onboarding team combines technical and operational expertise to ensure a seamless transition from your current system. While our Data Conversion and Configuration Specialists manage the complexities of data migration, HIE integrations, and security configurations, a team of Clinical and Billing Trainers works alongside your staff to ensure success from the first day of training through go-live. Following your go-live and completion of our training program, your practice enters our 6-week Hypercare program, where dedicated Hypercare Administrators provide intensive support to address any questions quickly and ensure a smooth, confident transition.

[Frequently Asked Questions: Making the Switch to OP]

Think your current EHR meets your pediatric practice's needs?
Think again.

Office Practicum

We're so sure you'll love our pediatric-specialty EHR platform that we want you to compare us to the competition! See how your practice can benefit from our pediatric-friendly features and functionality to achieve clinical, operational, and financial success.

CLINICAL

		EHR A	EHR B
TIME-SAVING DOCUMENTATION	Integrated AAP Bright Futures™ templates, surveys, patient education + developmental milestones	☺	
	200+ preloaded and fully customizable pediatric-specific sick visit templates	☺	
	30+ pediatric-specific surveys and questionnaires including M-CHAT™, Vanderbilt, and CHADIS integration	☺	
	Customizable one-touch school, sport, and camp forms generated directly from the patient chart	☺	
	Opie AI™, pediatric AI-powered documentation assistant and ambient scribe	☺	
IMMUNIZATIONS	Create recall lists of patients overdue for an immunization	☺	
	Issue alerts for overdue vaccinations	☺	
	Patient-specific ACIP immunization forecasting with recall capabilities	☺	
	Alert users if a vaccine is ordered but not indicated in the immunization forecast	☺	
	2D barcode scanning to expedite inventory entry	☺	
	Built-in, dynamic vaccine inventory management of VFC + private lots to reduce waste + save time	☺	
	Automated bi-directional interfaces for regional + state immunization registries	☺	
GROWTH CHARTS	AAP-recommended WHO/CDC hybrid growth charts	☺	
	Down syndrome and preemie growth curves	☺	
	Measure abnormal vitals based on Harriet Lane guidelines	☺	
	Printable on one page and available on the patient portal	☺	
	Converts English and metric measurements with percentiles	☺	
MEDICATIONS + ePRESCRIBING	Weight-based dosing based on the patient's most recent weight	☺	
	Practice and provider-specific "favorite" lists	☺	
	Patient-specific drug interactions and formulary details	☺	
	Electronic Prior Authorization (ePA)	☺	

[EHR Comparison Checklist]

Office Practicum

Thanks for joining us!
Please complete the survey following the conclusion of the webinar.