



Kentucky Practice Transforms Itself with OP to Conquer Clinical Challenges of COVID-19



Challenge

When the pandemic hit, many parents were understandably afraid and cancelled their children's appointments at One Pediatrics. Critical changes were paramount in order to provide needed care and lift practice revenue.



Solution

One Pediatrics leaned on OP's products, staff, and community. With OP's EHR One Pediatrics was able to recall patients who were due (or past due) for well-visits and vaccines. OP staff created new telemedicine templates and handled the CPT coding updates. The OP Community provided guidance on implementing telemedicine.



Results with OP

By following OP's guidance, One Pediatrics rapidly changed course to minimize the financial impact of COVID-19. Through several waves of COVID, the practice retained its entire staff. It returned to 2019 caseload volume in July 2021.

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One Pediatrics Relied on OP's EHR Software, Staff, and Community, to Help it Make Critical Changes on a Virtual Dime

Dr. Patrick K. Hynes is one of the founding members of One Pediatrics, the first group of pediatric practices in the Louisville, KY area to receive Level 3 Patient-Centered Medical Home recognition. The group gives more than 20 providers—who use Office Practicum EHR software—the advantage of being part of a large medical group without giving up the personal touch their patient families have come to expect.

Facing the Pandemic

On March 6, 2020, Governor Andy Beshear of Kentucky declared a state of emergency and activated the state's Emergency Management Operations Center. Within two weeks of Governor Beshear's announcement, caseload volume at One Pediatrics had plummeted. Appointments were cancelled at a dizzying rate. New appointments, made only in cases of emergency, were few and far between. Dr. Hynes and his staff realized that drastic changes—clinically proven and supported by respected pediatric authorities—needed to be made, and quickly. To make sure they stayed on the right track, they decided that any change would have to come with expert guidance. From there, Dr. Hynes turned to OP.

OP Pediatric EHR Software Pays Major Dividends

Before the pandemic, just keeping up with patient demand was enough to keep everyone at One Pediatrics on their toes. Fortunately, when patient demand declined, the practice was able to fill schedules using the OP Demographic Analysis and Recall (DAR) functionality, the part of the EHR solution that identifies patients who are due or overdue for an appointment.

Once the pandemic hit, those patients who hadn't made an appointment but needed a physical, asthma medication, and vaccines became the lifeblood of the practice. Recalls allowed the practice to keep its head above water during the worst of the decrease.

OP's DAR makes it effortless to run patient recall reports to:

- Keep patients on schedule for well visits
- Ensure patients immunizations are current
- Manage patients with chronic conditions that require routine follow up

Dr. Hynes likened using the DAR to going back to the roots of pediatric medicine, emphasizing preventative care. By enabling the practice to proactively reach people in need of care, DAR changed everything. Gone were the days of waiting for the patients to come to us.

Dr. Hynes summed up the impact of using the program in no uncertain terms. "For all our practices, the biggest reason we survived was constant patient recall; constant looking back through the DAR to see patients who were overdue for important visits."

OP's DAR filled holes in the schedule while also closing gaps in care. A win for all.

OP Staff Races to the Rescue

OP Medical Director Susan Kressly, MD, FAAP and OP Community member Suzanne Berman, MD, FAAP were of great help from the onset of the pandemic.

And as if dealing with COVID-19 weren't enough, One Pediatrics faced two new hurdles:

1. Staff didn't have the templates it needed for telemedicine (which One Pediatrics was about to deploy).
2. Close to 400 Current Procedural Terminology (CPT) codes were being replaced or revised.

Doctors Kressly and Berman stepped up, providing the needed telemedicine templates and updating all the CPT codes in the OP system.

The importance of updating the CPT codes can't be overstated. Coding guidelines hadn't been updated since 1997, a time before most private practices had electronic health records when everything was done by hand. Bullet points and

check boxes bloated reports. Clearly, the system needed to be updated.

Implementing all the changes would have been a tall task under any circumstances. Add in the fact that the changes had to be made in January 2021 and the degree of difficulty

increases substantially. Fortunately, OP practices didn't have to update their systems on their own, OP took care of it for them.

OP's help allowed the One Pediatrics staff to focus on their patients. It was a fantastic group effort that included doctors, nurses, administrators, and OP. Dr. Hynes said it felt like they'd all become one big family. "For the first time in a while, the 'why' of what we do came back clearly into focus."

Consulting the OP Community

The OP Community is composed of independent pediatric practices from across the country who come together to solve problems through a virtual online community as well as virtual and

in-person events. When doctors and administrative staff have a problem they haven't run across before, they look for the solution to that problem in the OP Community. And if a solution for that problem hasn't already been posted, they pose their question, knowing that help is just a click away.

Through the OP Community, One Pediatrics was able to establish relationships with several pediatric authorities and other independent pediatric practices. All the guidance they received pointed to one thing: telemedicine.

Like many practices, One Pediatrics did not see the utility in telemedicine, as patient families hadn't requested it. COVID quickly changed that, and telemedicine became a necessity.

Dr. Hynes connected with his colleagues and learned about Anytime Pediatrics, telemedicine software that integrates with OP's EHR software. With a little help, One Pediatrics went from knowing nothing about telemedicine to being up and running in less than a week.

Once again, Doctors Kressly and Berman made a huge difference. Their webinars educated the entire One Pediatrics staff about telemedicine and earned critical buy-in. Without everyone on board with telemedicine, the One Pediatrics practices wouldn't have been able to pull it off.

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Patrick K. Hynes, MD, FAAP

“We were able to see our patients where they were,” explained Dr. Hynes. “They were able to stay at home, be seen by telemed, get their questions answered, and avoid going to the ER and being exposed. They were able to figure out what their kid’s problem was and if it was something we needed to deal with. Everybody learned a lot during that time.”

Three Pillars of a Successful Emergency Response

At a point when One Pediatrics faced an uncertain future due to COVID-19, OP provided the three pillars of their emergency response:

- OP EHR Software
- OP Staff
- OP Community

With those pillars keeping their foundation stable, One Pediatrics was able to retain its entire staff through the toughest times in 2020 and 2021. And in July 2021, for the first time since Governor Beshear made that state of emergency announcement in March of 2020, they matched their 2019 caseload volume.

“The lesson of One Pediatrics is that the practice of pediatrics is changing rapidly,” said Dr. Kressly. “The things that enabled their practice to survive and once again

3 Pillars of Success



OP EHR Software



OP Staff



OP Community

thrive—a pediatric EHR software that makes it easy to connect with patients who have fallen off the radar but are due for care, a platform for connecting easily with colleagues who can provide much needed support, and the use of telemedicine—are not just COVID-19 solutions.

This is the new normal. We’ve all learned how easy it can be to connect with people no matter where they are. Enabling pediatricians to connect with each other across great distances, give and receive advice, and form new relationships is now a professional imperative. And parents want telemedicine to be an available option. Practices need to embrace these innovations or risk becoming irrelevant.”

OP’s Commitment to Our Practices

OP was happy and proud to contribute to the resilience One Pediatrics demonstrated and help make their practice sustainable in the face of disaster. This case study is representative of the way OP has helped—and will continue to help—our pediatric practices throughout the pandemic and beyond.

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About OP

OP has always had the same mission since our software was first developed, and that is to connect the community of pediatricians with their patients to foster best practices and healthier lives. Our company has grown and evolved over the years based on one guiding principle: to provide our customers with the BEST pediatric resources, people, and technology so they can deliver the best care to their patient population.