MicroOffice SYSTEMS

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PCG PATIENT COMMUNICATIONS *Gateway*

ABOUT MICRO-OFFICE SYSTEMS

Micro-Office Systems was founded nearly 30 years ago. We craft custom medical practice solutions that expand and maximize the benefits of software packages and infrastructure.

We are one of the leading providers of interfaces that connect and leverage the capabilities of a wide variety of medical systems.

We have developed numerous system migration tools and processes that speed up accurate conversions from legacy to modern practice management and electronic health record systems.

*The **Patient Communications Gateway** is an advanced patient engagement platform designed to develop and maintain close relationships between your practice and your patients*

ONC Certified HIT

PCG eDoctorLink 3.1 is certified as a Modular Ambulatory EMR.

The certification is for:
- View/Download/Transmit [170.314(e)(1)]
- Secure Messaging [170.314(e)(3)]
- Patient-specific education resources [170.314(a)(15)]
- Automated numerator recording [170.314(g)(1)]
- Quality management system [170.314(g)(4)]

InfoGard Certification # IG-3113-13-0041. Certification Date: 12/12/2013

The public test report is available at:
http://www.infogard.com/healthcare_it/ehr_testing_and_certification/ehr_certified_products

This Modular EHR is 2014 Edition compliant and has been certified by an ONC-ACB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services or guarantee receipt of incentive payments.

The PCG eDoctorLink PHR / Patient Portal is free to patients and has a monthly license fee for Providers.

PCG PORTAL
- Appointments & pre-registration
- Access to patient forms
- Lab results
- Patient access to medical data
- Secure messaging

PCG REMIND
Appointment reminders and recalls via: phone, text messages, secure email, postal service, fax, and social networking

PCG NOTIFY
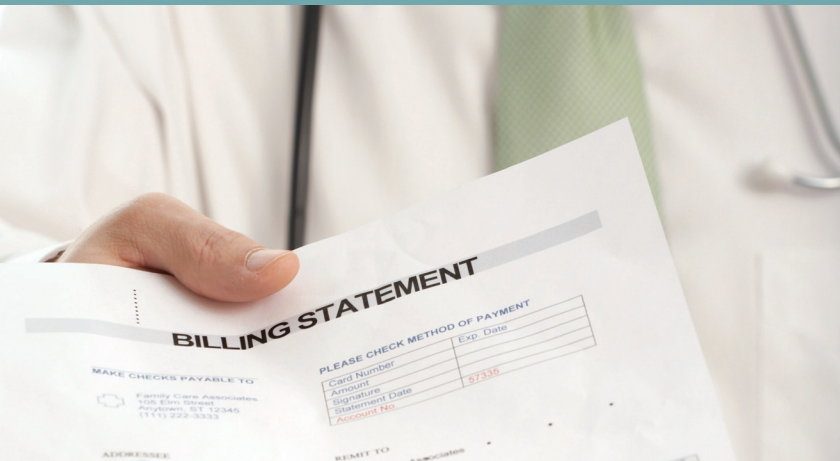Electronic communications for:
- Lab results
- Marketing
- Collections

PCG STATEMENTS
Clear, flexible printed or online patient statements.

Relationships are based on communication. The better the communication, the better the relationship. Our Patient Communication Gateway (PCG), while saving you time and money, will increase your revenues by providing you with the necessary tools to dramatically improve your relationship with your patients.

Private and secure, PCG is a modular, browser-based communications solution. Each module is designed to function independently as well as in concert with other modules. PCG fully integrates with PM and EHR systems to create a powerful, flexible, cost-effective, and single-vendor-solution for all your patient communication needs.

PCG PORTAL

The portal component is the means by which your patients can access their records and communicate directly with your practice. We are fully certified for compliance for 2014 Meaningful Use (MU), and we guarantee that MU minimums will be met *(see back of brochure for additional information)*. Via the secure PCG eDoctorLink Patient Portal, at no extra charge to them, your patients will be able to become more involved in their healthcare by viewing their data, downloading educational information, making appointments, corresponding directly with you, and much more.

REGISTRATION

- Patient Pre-Registration
- Patient can change their demographics information
- Office can approve or reject patient made demographic changes
- Demographic changes are posted to the PMS/EMR system

PATIENT REQUESTS

- Patient appointment requests and on-line appointment scheduling
- Patient prescription refill requests
- Secure email

SECURE DOCTOR-PATIENT EMAIL

- Templates allow patients to quickly compose common questions
- Templates allow office staff to quickly and efficiently send responses to patients

FULL PATIENT ACCESS

- Statements and Letters
- Office Forms
- On-line payments
- Appointment reminders and follow-ups

PCG REMIND

The PCG appointment reminder module is totally automated and can be sent by a variety of methods, according to any schedule and following any rules.

Missed appointments waste time, money, and valuable practice resources. The PCG Remind module increases effiency by providing patients with appointment reminders with an automated rescheduling or cancellation option. Automatically increase your revenues by reducing the occurrence of patient 'no-shows.'

- Solution is hosted – no equipment or phone lines are needed
- Reminder messages can vary based on a variety of criteria, including:
  - reason for appointment
  - location
  - doctor
- Patient 'opt-out' option
- Built-in 'patient response'
- Reminder phone calls can have an option to transfer the call to the office
- Phone calls shows office phone as Caller ID
- Spanish support
- Real-time contacting for late or no-show patients
- Ability to group multiple appointments into a single reminder (if desired)
- Family support
- Automated rollover to alternate delivery methods in the case of delivery failure
- Ability to notify patients if the doctor is running late or needs to cancel/reschedule
- Recalls/follow-up reminders have the same flexibility as appointment reminders
- Automatic transmission and tracking of post-visit patient surveys

PCG NOTIFY

The PCG Notify module has a wide range of options which can be customized for the needs of your practice. Using the notify module to engage with your patients is a simple and cost-effective means to increasing patient understanding of their healthcare and satisfaction with your practise.

PCG Notify increases confidence and reduces anxiety by providing a safe and secure means of updating patients with information vital to their healthcare.

Some common examples of how PCG Notify can benefit your business include:

LAB RESULTS:

- **Normal Result Letters:** Free up practice resources for patients with abnormal results
- **Unreachable Letters:** Notify patients who the office couldn't reach by phone to inform them of abnormal results

MARKETING:

- Extend the power of your PM and EHR systems to direct marketing campaigns
- New service notifications
- Inform patients of new staff, new locations and any other important developments

COLLECTIONS:

- **Prepay Letters:** request prepayment before surgeries
- **Secondary Insurance Letters:** informs patients of expected secondary insurance carrier payment
- Generation of any type of collection letter
- Monitors patient access to collection notifications
- Defines actionable collection rules
- Sends collections letters via USPS if collection notifications remain unread after extended period of time

PCG STATEMENTS

The PCG Statements module allows your practice to efficiently deliver patient statements and accept on-line payments. In addition to saving on paper costs and waste, electronic statements eliminate the need for postage, saving your practice money. Providing patients with an on-line payment option has been proven to result in faster payment and higher collection rates.

PATIENT STATEMENTS

- Printed or electronic statements
- Automated address correction
- Identification of undeliverable mail
- Statements are full-color – easy to read and understand
- Statements include a built-in layout editor
- Ability to attach letters to statements

PATIENT PAYMENTS

- Online payments
- Patient payments automatically posted to PM
- Direct deposit of funds to your bank account
- Supports all major credit cards and eChecks (EFT)

TRACKING AND FAILOVER

- Tracks opening of electronic statements
- Reminds patients about unopened statements
- Sends statement via postal mail if electronic version remains unopened for a long time

COLLECTION STATEMENTS

- Secure automated electronic notices of overdue balances