

TAKING THE NEXT STEP

Learn  
why you can  
expect  
more.

PCC



Pediatric EHR Solutions



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### **VALUED MEMBERS OF THE PCC FAMILY**

#### *On the cover:*

Dr. Daniel I. Schwartz graduated from the New Jersey College of Medicine and Dentistry and remained at that institution for his pediatric residency. He is Board Certified and a Fellow of the American Academy of Pediatrics, as well as an active participant in that organization's New Jersey Chapter, including initiating and running its original web site for 10 years.

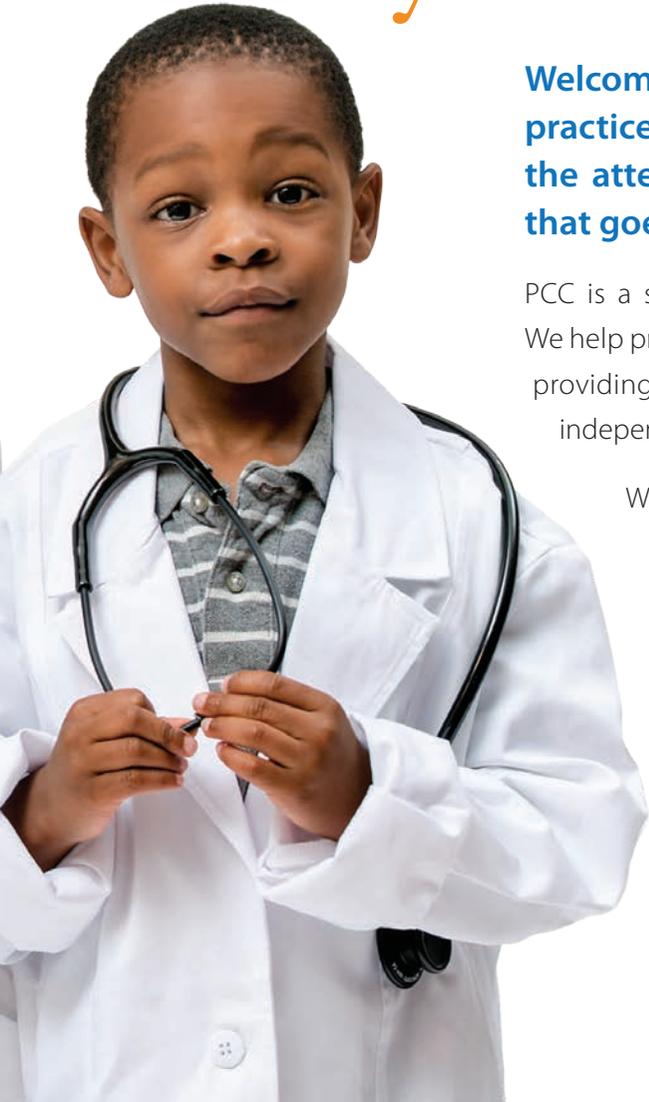
Dr. Schwartz has a particular interest in asthma management in children. The father of a son and two daughters, he and his wife live in Hillsdale, New Jersey.

#### *At right:*

The daughter and son of Alicia Ogbonna, from Shore Care Pediatrics in New Jersey, have fun posing for the camera at our annual PCC Users Conference in Burlington, Vermont.



# As a pediatrician, you deserve **more.**



**Welcome to a better way to run your pediatric practice. We have the solution that gives you the attention you deserve, and a dedication that goes far beyond what you expect.**

PCC is a software company focused solely on pediatrics. We help practices achieve clinical and financial excellence by providing the tools and customer service that foster true independence and efficiency.

We are deeply committed to helping pediatricians run strong, financially-robust practices while supporting their desire to provide the best care possible.

We invite you to take the next step and learn more about PCC. You'll discover the many ways in which you can achieve more for your practice. At PCC, we think that's what you deserve.



**JOSEPH HAGAN, JR., M.D., F.A.A.P.** *A long-time PCC client, Dr. Hagan is widely known for his contribution to the American Academy of Pediatrics, including Chair of the Committee on Psychosocial Aspects of Child and Family Health. He has also contributed to the three major pediatrics textbooks published in the U.S.*

“What can I *really* expect  
from a pediatric software company?”

The vendor you choose  
should be a partner  
who is as fully invested  
in the success of your  
practice as you are.

# At PCC, we go above and beyond to do the right thing for pediatricians.

**It's a time of change in the healthcare industry. Remaining independent and profitable requires the right set of tools and resources, ones that are designed to fully engage both the business and the clinical aspects of pediatrics.**

## **We're a true partner from the start.**

From our first contact with your practice, we start investing in our long-term relationship.

We learn about your staff, practice style, patient population, and history with software solutions. We travel to your office to meet with you and your staff, examining the unique aspects of your practice, exploring the features you want, and determining the type and extent of training your people need.

Over time, we strive to become a trusted partner who stands with your practice, providing unlimited support and guidance to help you succeed.

## **We're always there for you.**

As a PCC client, you'll enjoy unlimited training and real-person support — anytime. You'll have access to our consulting team, who leverage your data to help you make informed business decisions and reach your goals.

## **We have the best service in the industry.**

PCC consistently receives the highest national rankings in customer service and support.\* We provide round-the-clock access to a team of IT professionals who anticipate your needs and respond quickly to any situation you encounter. Top customer service means real peace of mind, and we deliver on both.



## **Our pediatric business insights help your bottom line.**

A relationship with PCC goes beyond a typical software provider. We get to know each client's practice so well that we're often asked to consult on critical big-picture decisions. Our consultants' advice might include how to set the right pricing, or if it makes financial sense to hire a new provider. This unique insight from a strong partner reaps real results.

## **We share our knowledge far and wide.**

PCC is active in the pediatric community. We sponsor a pediatrics magazine, *The Independent Pediatrician*, which is distributed to practices across the country and features stories most important to pediatricians. Also, our staff regularly presents at local and national pediatric seminars on various topics and timely issues.

## **You get what you pay for. In a flat fee.**

Everything we do for our clients is covered in one flat, all-inclusive monthly fee, with no surprises. Ever. Our pricing stays the same even when you need extensive training, a custom report, support during non-business hours, or changes to your EHR visit templates. You'll gain better control of your expenses by being able to accurately predict your monthly costs.

A solution like ours that provides real peace of mind and a healthier bottom line isn't going to appear, on the surface, to be your least-expensive option. But as with most things of real value, you'll see that the return on investment is well worth it.

“The folks at PCC truly care about how to help small independent pediatric practices survive and thrive in the rapidly changing healthcare marketplace.”

– TLC Pediatrics  
Frisco, TX



## INSIDE PCC

### A singular focus

Independent pediatric practices are our exclusive focus at PCC, so we devote all our resources to the interests of your specialty. We seek the input of clients and experts when building tools and solutions, and we offer features that matter to you most.

### A philosophy that works

'Always do what's right for our clients.' This is our philosophy, and what we do every day at PCC. We strive to go above and beyond, removing obstacles from each practice across the board for real sustainability.

### A benefit corporation

Our philosophy is built right into the structure of our business. PCC is a Benefit Corporation, which means that we align our business practices to our values, and we put the needs of our clients, employees, and the community first. This values-based mentality is evident in all we do as a corporation.

### An independent spirit

PCC is a privately-held company with over 30 years of industry experience. We're committed to staying independent and supporting the needs of independent pediatricians. We know the value of having control of our own future, and we support you in controlling yours as well.

### There's no need to change the way you work.

At PCC, we learn the style and workflow of your practice, and help you build improvements that are sustainable and benefit you long-term. You won't need to change the way you work in order to fit our software into your daily flow. Instead, we work closely with you to find ways for our tools to fit your workflow.

### We have a deep commitment to pediatrics. For over 30 years.

In our efforts to fully understand and advance the specialty of pediatrics, we regularly engage with pediatric innovators across the country and work closely with nationally-recognized organizations that support pediatricians.

We also know that independent pediatricians need ongoing resources and comprehensive support, so we stay current on the latest advances. We offer world-class resources and knowledge for our clients.

### Talk to our clients. Any of them.

Relationships mean everything to us at PCC. We are confident in the success and stability of our client relationships, so we will share our customer list with you — the entire list. Not a small, predetermined list of our most loyal, longstanding clients. All of them. You can reach out to, and even visit, any of our clients to get first-hand information about anything you'd like to know.

“When comparing costs, look at the big picture. PCC isn’t the cheapest, but you get what you pay for. There is no nickle and diming. You pay the monthly fee and that’s it. Upgrades are included, webinars are included, unlimited tech support is included, and their annual Users’ Conference is included.”

– Michael Sachs, M.D.  
Premier Pediatrics, Beverly Hills, CA

“Our PCC team is a pleasure to work with, and we are looking forward to a long relationship. Having just returned from our kickoff meeting, I feel inspired by the devoted and talented people we met at PCC, and I feel optimistic that this transition will be successful.”

– Demetrios James Kalliongis, M.D.  
Bay Area Pediatrics, MD

KLAS RATINGS



# Customer Loyalty

KLAS asked healthcare professionals if their technology vendor’s solution was **‘Part of their long-term plans’**

PCC’s score:

98%

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**THE START OF A POSITIVE RELATIONSHIP** *When pediatricians and their medical staff have the right systems in place, they can focus their energy on what's most important — their relationships with patients and families, and providing the best possible care to them each and every time they visit.*

“How can I practice pediatric medicine the way that I want to?”

Having the right clinical and administrative solution will help you be closer to your patients and remain independent.

# PCC gives you the tools you need to run a smarter practice.

Pediatric medicine is a complex specialty that requires flexible tools to accommodate your patients and families. From the front desk to the back office, we ensure your ability to provide excellent care and get reimbursed fairly — and on time.

## PCC'S TOOLS FOR FINANCIAL MANAGEMENT

### Pediatric Vitals Dashboard

Your insight into your practice's financial health, to track your practice against your peers and industry standards, using metrics to prove your progress. At-a-glance visual data helps you determine where to focus when making important practice decisions.

### Free Claims Clearinghouse

We process all your claims, free of charge and with the same top-quality service and support we're known for. Claims are filed cleanly and quickly, expediting reimbursement and saving you the cost of a third-party service.

### Electronic Data Interchange (EDI)

We provide automatic real-time and batch eligibility checking, to alert you to changes in insurance policies and coverage before the patient walks through your door.

### True Family Billing

Designed for navigating complex family relationships, this tool improves communication for accurate revenue tracking and collection.

### Free Custom Reports

When you need answers to your data-driven questions, PCC is here. We build the custom reports you need — all included in your plan with PCC.

### Auto Payment Posting

We help you improve your productivity by automatically posting electronic insurance payments and streamlining the manual payment posting.

### Robust Revenue Cycle Tools

We help ensure a full schedule with customization options for billing, patient information, claims processing, form letters, immunizations, and reporting.

## PCC'S TOOLS FOR CLINICAL WORKFLOWS

### Patient Portal

This is your tool for bringing patients closer to your practice. The Patient Portal gives them secure access to their health information through a clean, mobile-friendly application.

### Pediatric Visit Templates

Templates provide easy flexibility, such as opening and coding a sick visit during a well visit, and opening a sibling visit on the fly. You can merge templates, give providers their own templates, copy notes among siblings/family members, and pre-load your system with existing PCC client protocol favorites as well as AAP Bright Futures™ templates.

### Customizable User Interface

Built specific to each practice, the PCC interface supports different work styles and workflows, meeting the needs of every clinician.

### Automated Patient Recall System

Keep patients coming back for well visits, preventive care, and chronic care at regular intervals with our recall system. It supports families and helps them see your practice as their medical home.

### Enhanced Provider-Patient Confidentiality Tool

This feature supports patient privacy, as it allows you to choose when and how you share data with family members and vendor partners.

### Complete Data Conversion

A switch to PCC is a smooth transition. We help get your clinical and financial data converted as part of our go-live process, without extra or hidden fees. We make certain nothing is lost in the transition.

### Data-Based Growth Charts

Track healthy growth for all of your patients with growth charts based on CDC and WHO data.

### E-Prescribing

Integrated with First Databank, this tool includes weight-based dosing and provides direct connections to local pharmacies.

### Immunizations

We provide a direct connection to your state's registry. You'll be able to quickly see upcoming recommended immunizations based on a patient's immunization history.

### Custom Chart Notes for your Workflow

Our pre-designed chart notes or customized visit-specific chart notes match your workflow and the procedures and diagnoses you select while you chart will help you code and bill for the visit.

### Mobile App

Access patient and practice information easily, any time you're away from the office.

# Performance

KLAS asked healthcare professionals if their vendor's **product works as promoted**. PCC received a score of:

# 8.6 out of 9

**Industry average: 7.3**

## Go independent.

We're here to help you through the challenges of starting your own practice. From the front desk to the exam room and billing office, you'll know that the tools you have at your fingertips are designed to help you succeed as an independent business.

## Get your time back.

We give you the power and flexibility to chart quickly and effectively with streamlined pediatric tools and an intuitive interface. Without spending extra hours each day finishing your charts, you can find the work/life balance you've been looking for. And our world-class customer service saves you time trying to solve problems on your own. With PCC, you gain more time.

## Stay independent.

Our tools are designed specifically to help independent practices stay focused on the needs of patients and families, and are supported by a fully-staffed team of IT professionals available day and night. We understand and answer your practice management questions, and provide you with the data you need to improve your business side and stay independent.



**The right solution for your practice?  
The one that supports your quality of life.**

As the old saying goes, "Time is money." Having more of your time freed up means more time for yourself and less time completing charts. Don't settle for a less expensive solution that may keep you up at night. Make the choice that frees you up and gives you peace of mind.

KLAS RATINGS



# Satisfaction

KLAS asked healthcare professionals regarding their technology vendor, **'Would you buy again?'**

PCC EHR scored

# 98%

PCC Billing scored

# 100%

**“I can't think of an extra dime I've paid to PCC in the 20 years I've been with them.”**

– Daniel Schwartz, M.D.  
BCD Health Partners, NJ

**“Other vendors say their system is customizable, but there's a charge for this, a charge for that. We would have stopped every time to weigh the costs of making every single change.”**

– Dr. Lynn K. Peters, D.O.  
Pediatric Associates of Mt. Carmel, OH

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**DRS. JILL STOLLER AND KREAMEY CRAIG** *As independent pediatricians in northern New Jersey, Stoller and Craig practice as members of BCD Partners, a “group without walls” that combines multiple pediatric practices with a centralized business office. They rely on PCC for training and support whenever they need it.*

“How can we make sure the support and training we receive really answers all of our practice’s questions?”

When your vendor really knows your practice, answers can be tailored to your specific needs.

# What does Best-in-KLAS mean? When you need support, it means everything.

**KLAS is a healthcare technology research firm that helps healthcare providers make informed technology decisions. With feedback from thousands of practitioners, KLAS offers honest, accurate, and impartial vendor performance information.**

## **According to KLAS, PCC ranks highest.**

From customer satisfaction to delivering what we promised, PCC outranks our competitors in every measurement, year after year. This honor is proof that the people at PCC really do make the difference.

## **We know a smooth start is critical.**

Training and support are the cornerstones of successful software implementation, so we visit your office multiple times for system installation, training, go-live, and follow-up, at no extra charge. We commit to the success of your practice by providing the helping hand you need as you smoothly transition to the PCC experience.

## **Comprehensive training gives you confidence.**

We work closely with you and your staff to guarantee that your practice is trained and ready to go. You'll be supported by your dedicated New Client Implementation Specialist as you learn and build your PCC system to meet the needs of your practice.

## **Personalized support gives you peace of mind.**

Pediatric offices need immediate answers to their questions, and they need problems to be resolved correctly the first time. At PCC, we know our customers by name, and we're there for them with Best-in-KLAS support and service every day, at any time of day.



## ALL-INCLUSIVE SUPPORT

### Complete IT, Network Infrastructure, and Hardware Support

Our 24/7/365 support helps ensure that you are up and running when patients walk through the door. We also include a one-hour callback for emergencies during evenings, weekends, and holidays — fast help when you need it most.

### Free Server Upgrades

Regular server upgrades, on site at your practice, are included in your plan with PCC. This safeguards the integrity of your network, the speed of your system, and the security of your data.

### A Community of Peer Support

We provide an easy interface to the nationwide PCC client community for online, peer-based exchange. Our clients find these peer discussions enormously helpful, which cover various topics such as pediatric billing practices, insurance company challenges, and clinical questions.

### Personalized Training

We provide one-on-one training and weblabs for new employees and to keep your staff up to date on the regular releases of new features and tools.

“The level of service we get from PCC is one of the reasons they have a 99% retention rate.”

– Debbie Sapp, M.D.  
Pediatrics of Brevard, FL

KLAS RATINGS



# Integrity

KLAS asked healthcare professionals if their vendor **'keeps its promises.'**

# 100%

of PCC clients said  
**yes.**

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Control Your Future™

PCC



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