

Control
your
future.

PCC



Pediatric EHR Solutions



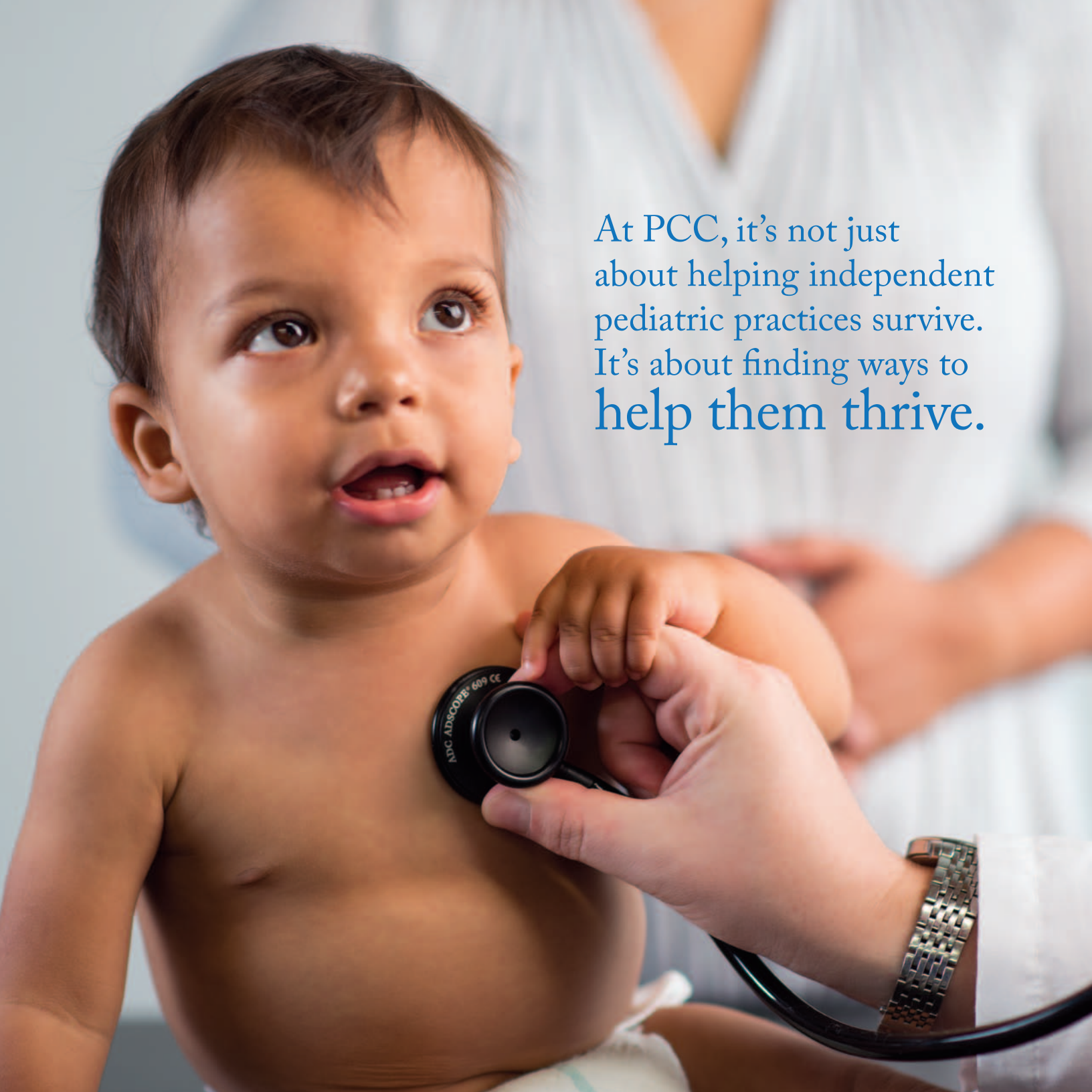
On the cover:

AN INSPIRING MEMBER OF OUR PCC FAMILY

A third-generation physician, Dr. Alison Nash has followed in the footsteps of her father, who opened St. Louis Pediatric Practitioners, Inc. in 1955. Dr. Nash is a graduate of the Baylor College of Medicine. She interned and completed her pediatric residency as a physician in the U.S. Navy before joining her father's North St. Louis practice.

Dr. Nash has been consistently recognized for her pediatric contributions in St. Louis. In 2012 she received the Stellar Performer in Healthcare award from the St. Louis American foundation and the Lifetime Achievement award from the St. Louis Gateway Classic Sports Foundation. In February 2015, Dr. Nash received the Lifetime Achievement-Community Service Award from the Montfort Pointe Marine Association, St. Louis Chapter. She mentors pediatric residents and has held a number of leadership roles at St. Louis Children's Hospital, including a two-year term as president of the Children's Hospital medical staff.

We are grateful to have Dr. Nash as part of the PCC family.

A close-up photograph of a young child with dark hair and skin, looking upwards with a curious expression. A healthcare professional's hand, wearing a metal watch, is using a black stethoscope to listen to the child's chest. The stethoscope has "ADC ADSCOPE 609 CE" printed on it. The background is softly blurred, showing the white coat of the healthcare provider.

At PCC, it's not just
about helping independent
pediatric practices survive.
It's about finding ways to
help them thrive.


MOST OFTEN, OUR CUSTOMERS SAY IT BEST

We value our relationships with our customers above all else, so nothing makes us happier than hearing about their positive experiences with PCC. Accolades like this tell us we are doing our jobs exactly the way we aspire to:

“With PCC, the distinction between ‘your company’ and ‘their company’ is blurred. There is no hoping you get through, no hoping they get back to you, hoping they can help you. It’s like asking someone in your own office to give you a hand with something. I can’t imagine where we would have been without them all these years.”

– Dan Schwartz, MD, FAAP

COMPANY OVERVIEW



“PCC wanted to learn as much as possible about us. From the moment we first expressed interest, they said, ‘Let’s see how we can make our software work for you.’”

– Michael Sachs, MD

TOM ASTLE, SYSTEMS ADMINISTRATOR *As a member of PCC’s Support Team for 12 years, Tom had been a familiar face at pediatric practices around the country, wiring new offices, performing server upgrades, and ensuring network speed and security. Now he uses his skills and experience to help PCC employees successfully provide excellent support.*

COMPANY OVERVIEW

Quality solutions. Quality people.

A Company Committed to Pediatricians

At PCC, we care about our clients as much as they care about their patients. Our mission is to help independent pediatricians control their future by providing the tools they want and the ease of use they need.

Our commitment to pediatricians goes back to 1983. We've consistently delivered unsurpassed customer service and kept a steady focus on the unique needs of pediatric workflows — key aspects that set PCC apart in the field. With our software, service, and support offerings, we develop superior solutions that are built in-house, completed in collaboration with an extensive network of pediatricians, and delivered with unwavering dedication to smooth implementation.

Our reputation for outstanding customer service is rooted in the can-do attitudes of our employees. They work tirelessly to ensure our software fits your practice, rather than the other way around. PCC staff meet needs promptly and exceed expectations regularly.

The PCC Community

With over a thousand clinicians nationwide, we serve a wide pediatric community, from single practitioners to large, multi-office practices. Together with our dedicated employees, they form the PCC family, a unique network of professionals who collaborate online and at our annual conferences. It's a special community that shares ideas and elevates everyone.

For over 30 years, we have listened closely to our customers and responded to their most pressing concerns. This collaborative approach provides value that goes beyond a software solution — it helps pediatricians navigate the ever-changing healthcare landscape.

Putting People First

As a Benefit Corporation, our focus is the well-being of our clients, employees, and community. We deliver unparalleled pediatric solutions and expertise while contributing to society and building a positive employee culture. Our secret to success is not really a secret at all — it's simply putting people first.



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THE BENEFITS OF PCC

“Using PCC is helping us tremendously. It makes things so much easier and helps communication between the doctors and nurses. Our patient flow in the office has improved.”

– Jayme Spangler, Billing Specialist

LYNN BERGERON, BUSINESS MANAGER *If you ask Lynn about PCC, her immediate response is “I love PCC.” Lynn uses our software to help ensure that her claims get paid quickly, her office is running smoothly, and the providers have the right tools to deliver the best patient care possible.*

THE BENEFITS OF PCC

Get more than you expect.

Be Closer To Your Patients

As a pediatrician, you care about your patients and families. You want to offer continued care improvements and build lasting relationships. You want to be accessible.

At PCC, we support the efforts of independent pediatricians to retain practice control while delivering the best care possible. Our best-in-class education, training, and technical support included with our EHR and practice management solutions makes it easy. Features like our patient portal and recall service keep you closer to your patients, and keep them coming back.

Work With Confidence

We understand the challenges you face. Beyond providing exceptional care, you strive to adopt new technology and workflows. You want operational ease and to get reimbursed quickly for all of your work. You need peace of mind when it comes to using an EHR that works for your practice.

At PCC, we meet these challenges head on. We create customized solutions to accommodate your specific needs, provide an easy-to-use interface, and support you with an entire IT department that offers unparalleled customer service. We deliver quality support 24 hours a day, seven days a week, 365 days a year — guaranteed. You can run your practice with confidence, knowing that PCC is always there for you.

Run a Smarter Practice

Running a pediatric practice requires coordination. PCC provides solutions that save time — making sure your administrative tasks are completed quickly and easily, and in return, giving you time to improve workflow and align with standards of care.

You want a powerful billing system — and we deliver. We provide highly customizable reporting capabilities, critical practice management benchmarks, and metrics that meet healthcare incentive requirements. And we're your front line in processing and tracking your claims and expediting reimbursement, so there are no more hassles or dealing with a third party to process your claims.

Running a smarter practice is your competitive advantage.

Gain Control of Your Expenses

When it comes to your expenses, predictability is ideal. Surprise costs are not. At PCC, we provide simple pricing and true cost transparency. Everything from the server and the software to the training and 24/7 technical support is included. Even attendance at our annual users' conference comes at no additional charge. You'll appreciate our all-inclusive approach, knowing that whatever challenge you throw at us, at whatever time of day — or night — your cost is the same. Predictability and peace of mind are what you can expect with PCC.

“Thank you, PCC. We appreciate your sincerity and support for us since we first opened. We, too, want to be here for the long run for our patients.”

– Stephanie Poole, MD



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THE VALUE OF PCC

“Since moving to PCC, I’ve been able to utilize their software to greatly improve my bottom line. And I’d switched from a vendor whose monthly cost was six times lower. It’s all about value.”

– Robin Warner, MD

GREGORY CONNOLLY, MD, FAAP *Dr. Connolly is a partner at Hagan Rinehart Connolly Pediatricians in Burlington, Vermont — a longstanding PCC customer. Though he enjoys practicing in his hometown, Dr. Connolly has a special interest in global health, and has worked in Romania, Nepal, and Haiti.*

THE VALUE OF PCC

You get so much more with PCC.

More Productivity. More Peace of Mind.

It's the old saying: "You get what you pay for." It's as true today as it ever was. A solution that boosts your business isn't going to be the least expensive, but its worth is invaluable.

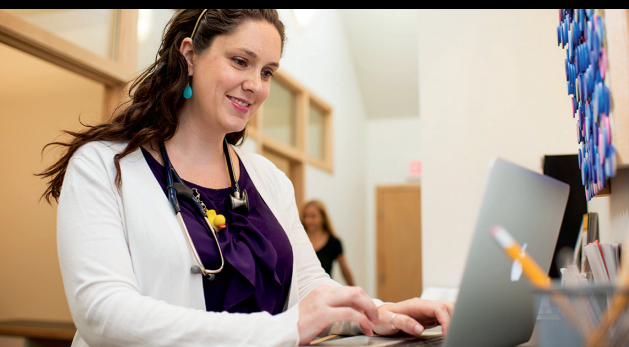
Choosing PCC gives you the freedom to focus on providing excellent care without worrying that your costs will shift from month to month. Our all-inclusive pricing means that there are no hidden costs or extra fees to your practice, even when you need a custom report or changes to your EHR visit templates. Our solutions save valuable time, reducing third-party vendor costs and helping you focus on the work that matters most. You can work with confidence knowing that PCC is always there, 24/7, with a comprehensive set of software, support, and service at your fingertips.

"It has been a considerable investment to be part of the PCC family, but the return on investment is well worth it."

– Seth D. Kaplan, MD, FAAP

Some of what's included in a subscription plan with PCC:

- Unlimited software licenses** for all PCC software
- Direct clearinghouse connections** to process your claims
- Dashboard analytics software** to easily track clinical and financial measures
- Interfaces to PCC vendor partners**
- New releases of software** at regular intervals
- Regular server upgrades** to keep your system running smoothly
- Ownership of all your data** and direct access to it anytime
- Technical Support** for hardware, network, firewall and workstations
- One-on-one telephone training** with experienced PCC support staff
- Online training** for your entire staff
- Onsite visits** to your practice for training, installation, and go-live
- PCC Annual Users' Conference** unlimited attendance
- Patient Portal** for secure access to health information for your families



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THE PCC EXPERIENCE

“Chip and the PCC team did an excellent job helping us analyze workflow before and after go-live, making our EMR switch more like a full practice management consultation experience.”

– Jennifer Gruen, MD

SUPPORTING WHAT YOU DO BEST *When practice operations are running smoothly, a pediatrician can focus on what's most important. Families of infants, in particular, appreciate the clear communication and unhurried atmosphere that highly efficient pediatric offices can provide.*

THE PCC EXPERIENCE

Designed with, and for, pediatricians.

The PCC Experience is more than software and service. PCC gives you the tools you need, supports you in their use, and stands with your practice to help you achieve the integrated goals of outstanding patient care and formidable business success. PCC's highly intuitive healthcare solutions are ready for industry demands, allowing you to focus on what you do best — delivering personalized care as an independent pediatrician.

Quickly chart visits based on the needs of patients for improved documentation of symptoms and treatment effectiveness

Direct connections to insurance companies to support clean, timely filing of claims

Receive faster payments and automatically check patients' insurance eligibility

Support initiatives that improve care and increase revenue through participation in pay-for-performance programs

Ensure patient safety through prescription dosage calculators and drug interaction checking and alert systems

Increase preventative health and vaccination rates and promote important clinical services with automated patient recall

Assess patient populations on visit trends, well/sick ratios, ages of current patient population, and diagnosis trends

Record structured family health history to improve care within families and track trends across your practice

View your practice claim activity quickly in a single detailed and aggregate view

Ease your workflow and meet state requirements through payer and immunization registry direct connections

Stay close to your patients and families with patient portal access and patient notification automation

Get reliable implementation and customer service support for long-term practice success

Receive proactive outreach to your practice in the event of a natural disaster

Utilize pediatric dashboard measures to help track your clinical and financial success

Receive training for your whole office on a comprehensive suite of pediatric tools

Rely on hardware and networking support for your office, including multiple office locations

Receive 24/7 PCC customer support and a rapid, personalized response every time you call

Leverage over 30 years of experience working to help independent pediatric practices thrive



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CONTACT PCC

Contacting us could be one of the easiest and best decisions you make for your pediatric practice. You'll join the thousands of independent clinicians who have found PCC to be the perfect fit.

GINGER IRISH, STRATEGIST *Ginger joined PCC in 2000 as a summer intern and was immediately drawn to the focus on customer service the company provides. Having worked at PCC in Software Support and User Experience Design, she now shares the PCC story as member of the Marketing Team.*

CONTACT PCC

Sounds great. What's next?

Request More Information

We're happy to answer questions and send more in-depth information about the functionality of and subscription pricing for PCC. Send an inquiry from our web site, pcc.com or call us at 800-722-7708.

Schedule a Consultation and PCC Demo

Let us show you how becoming a PCC practice can help you stay in charge of your future. We provide free consultations and schedule system demos so you can be confident that becoming a PCC customer is the right decision for your practice.

Talk to Our Clients

We would be happy to put you in touch with **any** of our customers for a referral or on-site visit. We serve independent pediatricians all over the country, and can help you find a similar practice to discuss how PCC has worked well with them and exceeded their expectations.

“Our relationship with PCC has simply been the best vendor experience we have encountered.”

– Physician *

“We moved to PCC because their EMR and PM software more than meets our needs, and their employees have a nearly fanatical dedication to meeting our needs promptly and exceeding our expectations regularly.”

– Brian Patterson, MD, FAAP

* Physician testimonial, collected about PCC by KLAS in July 2013 © KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com



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CUSTOMER SERVICE

“The customer service alone is AMAZING. I have never dealt with a company so ready to help get you to your comfort zone. I am so happy that I went with PCC.”

– Karen Foti, MD

CHIP HART, DIRECTOR OF PEDIATRIC SOLUTIONS *Since joining PCC in 1990, Chip has worked closely with physicians and practice managers to identify the deep connections between smart business practices and excellent patient care. Chip has helped hundreds of practices meet their clinical and financial goals, ensuring that they have the information and strategies they need to remain independent.*

CUSTOMER SERVICE

Our people make the difference.

A Genuine Commitment to Our Customers

When your practice is running smoothly, you have more time to spend with your patients, building relationships that become the bedrock upon which a thriving pediatric practice is built. Choosing PCC allows this to happen.

Our company is nationally recognized for the superior customer service we provide, year after year. We pride ourselves on our ability to anticipate needs and serve our customers with proactive, personalized service and support.

When you're a PCC customer, you're family. We know the ins and outs of your practice, we recognize your voice, and we travel to your office on more than one occasion. We help you create a system that works for your practice, tirelessly and around the clock if that's what it takes.

Everything we do is included in one transparent price, giving you the peace of mind you need to focus on providing excellent pediatric care. We believe that helping you use the tools you need to run a smarter practice is simply our cost of doing business.

Whatever it takes, our people are here for you.

Customer Service that Exceeds Expectations

When you're with PCC, you get more than you might expect. Some of our customer service features include:

Unlimited Support and Training: *Contact us as often as you need to, without worrying about using up your hours for the month.*

Round-the-Clock Emergency Support: *Our team is always available, 24 hours a day, 7 days a week, 365 days a year.*

Emergency Support Guarantee: *With emergency support, we offer a guaranteed 1-hour response time for every customer.*

One-on-One Training: *For help with a particular feature or training on a new tool, schedule a personalized training session with an expert member of our Support Team.*

Online Training Sessions: *Offered regularly to help you brush up on your skills and learn about our upcoming releases.*

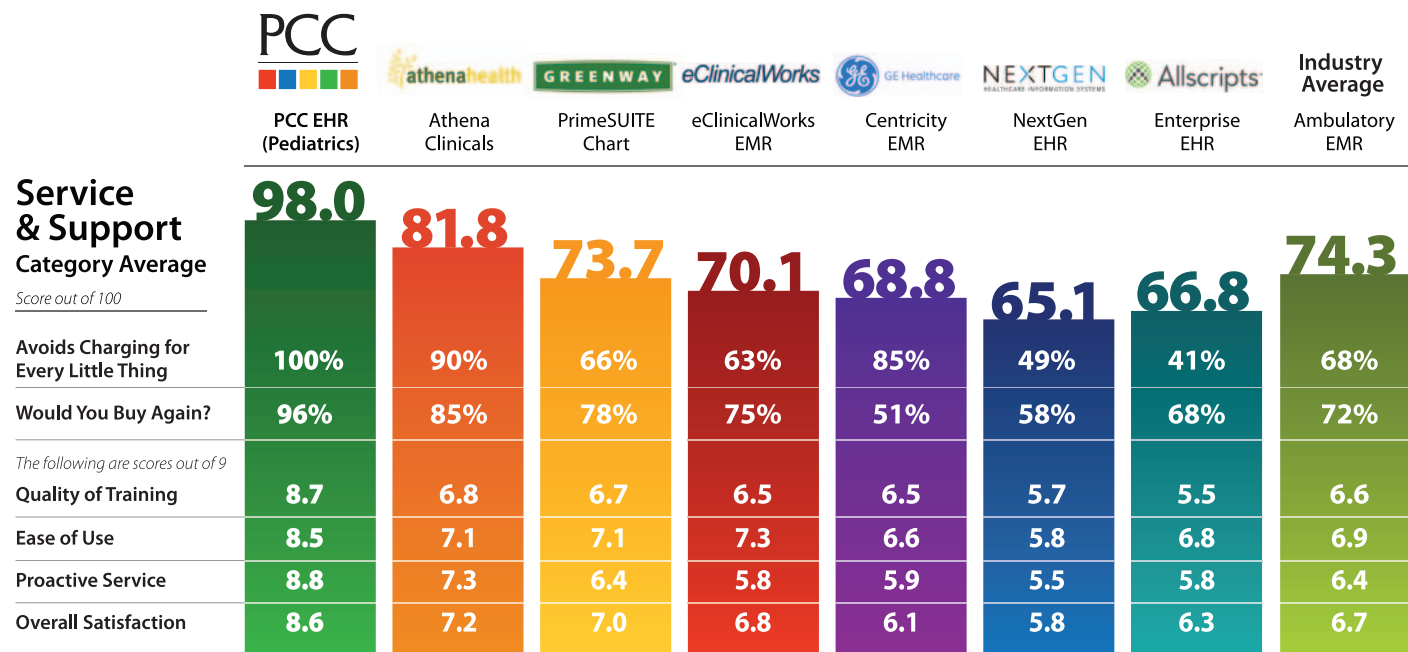
PCC Annual Users' Conference: *Available to as many staff members as you want to send, with no registration or attendance fees.*



How we compare

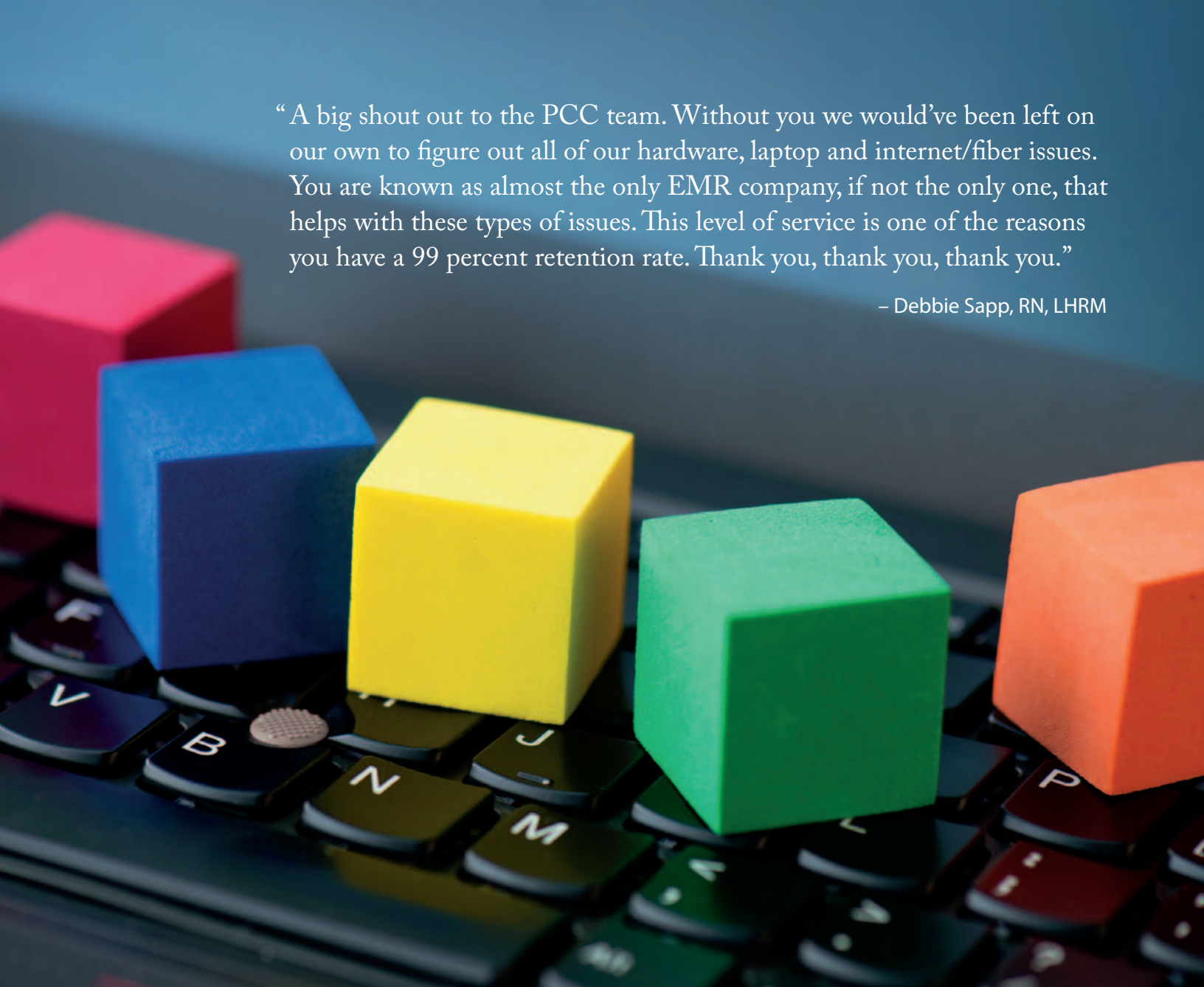
We are honored to be recognized by KLAS as best-in-class in all categories – from customer service and support, to implementation, training, and overall customer satisfaction. From our proactive nature to the quality of our training, the proof is easy to see. The people at PCC really do make the difference for our customers.

KLAS helps healthcare providers make informed technology decisions by reporting accurate, honest, and impartial vendor performance data.



2014 Product Comparison Report: PCC EHR, Greenway Medical PrimeSUITE Chart, eClinical Works EMR, GE Healthcare Centricity Practice Solution EMR, Allscripts Professional EHR, August 27, 2014 © KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com





“A big shout out to the PCC team. Without you we would’ve been left on our own to figure out all of our hardware, laptop and internet/fiber issues. You are known as almost the only EMR company, if not the only one, that helps with these types of issues. This level of service is one of the reasons you have a 99 percent retention rate. Thank you, thank you, thank you.”

– Debbie Sapp, RN, LHRM



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