

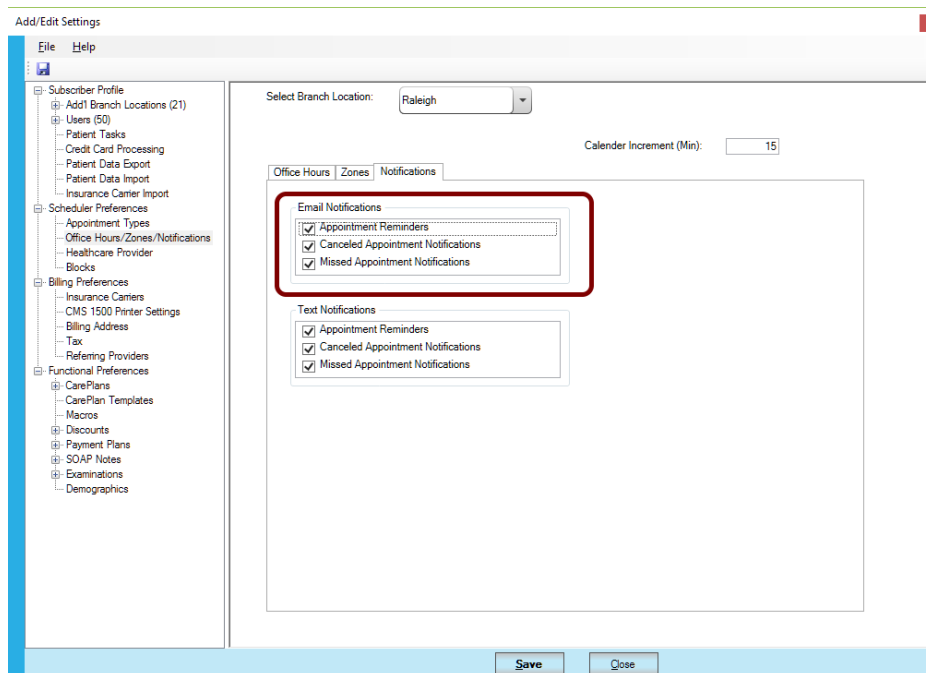
See What's New from PayDC!

Here's what's in this release (May 23, 2017)

Enhancements: Appointment Notifications

Many of our clients are already taking advantage of the email appointment reminders. This latest release features a number of enhancements to our appointment notifications, including:

- **Missed appointment notifications:** Once a day in the early morning, any patients that have had any missed appointments in the past 24 hours will receive an email listing those appointments.
- **Canceled appointment notifications:** At the same time, any patients that have had any appointments canceled in the past 24 hours will receive an email listing those appointments.
- **Enabling Branches for Email Notifications:** Email notifications must be enabled for each branch in Advanced Settings > Scheduler Preferences > Office Hours/Zones/Notifications on the Notifications tab:



- **Enabling Patients for Email Notifications:** Only patients who have a valid email and been enabled will receive email notifications. This configured in Patient Data > Phone Email Fax:

The screenshot shows the 'Update Patient' window for a patient named 'Machine, Flying' (ID: 76464646). The 'Patient | Patient Data | Phone Email Fax' tab is active. The 'Primary Email' field is set to 'flying.machine@paydc.com'. Under the 'Notifications' section, the 'Email' checkbox is checked, and the 'Text' checkbox is unchecked. The 'Test Email' button is visible next to the email notification settings.

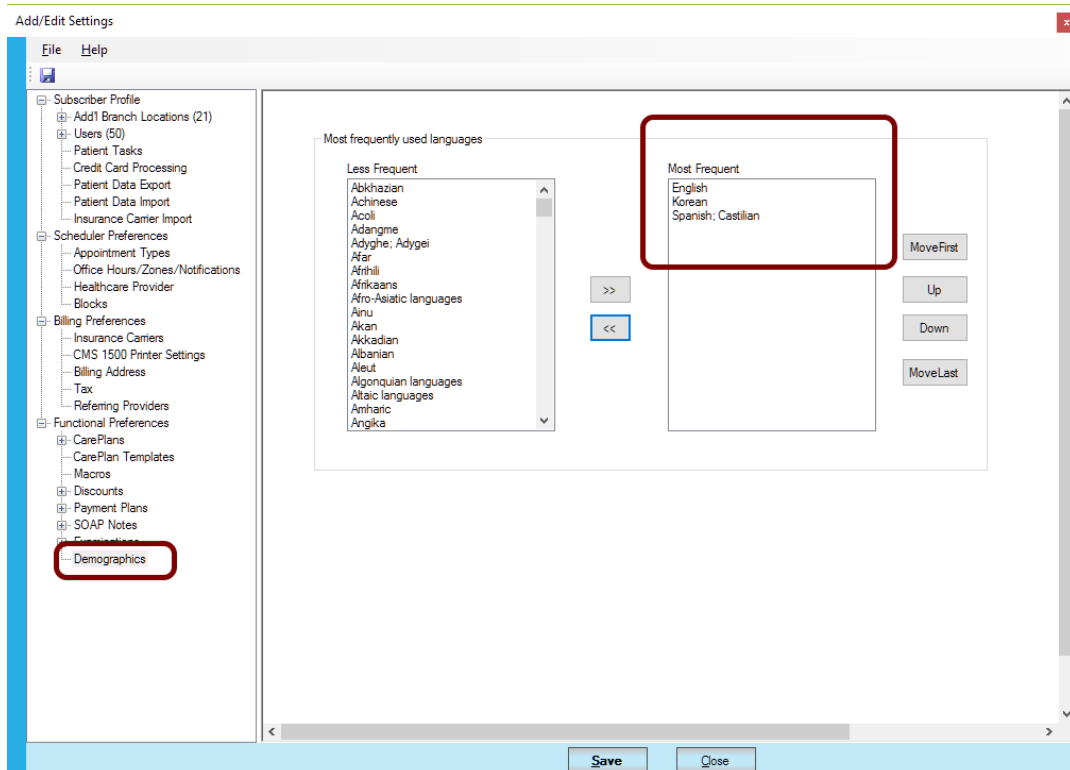
- **Test Email Message:** You can now send on demand a test email message to confirm with a patient standing in front of you. This is found in the same location where you enable the patient for email notifications:

This screenshot is a closer view of the 'Patient | Patient Data | Phone Email Fax' tab. The 'Primary Email' field is 'flying.machine@paydc.com'. The 'Email' checkbox under 'Notifications' is checked. The 'Test Email' button is highlighted with a red box, indicating where to click to send a test email message.

Enhancements: CMS-required Changes to Patient Demographics

To be compliant with 2018 CMS requirements we have made several changes to the way patient data is entered:

- **Patient Gender:** There is now a fourth option for Patient Gender: Declines to Specify. Note: This option may cause issues with some Insurance Carriers accepting a claim.
- **Sexual Orientation & Gender Identity:** These two new fields have been added to the Patient Data screen as well as in the Demographics screen on the Patient Portal. These are optional for the patient and do not impact SOAP Notes or claims.
- **Additional Preferred Languages:** There is now an expanded list of options found in the patient's Preferred Languages. This field is still optional for the patient.
- **Addition of Preferred Languages to the Patient Portal:** The Preferred Languages field has been added to the Demographics screen of the Patient Portal for patients to fill out as they prefer. It is an optional field.
- **Setting Most Frequent Languages:** To help staff and patients navigate the long list of languages available for the patient's Preferred Language, offices now have the ability to set a list of "Most Frequent Languages". These languages appear at the top of the list of options for the patient's Preferred Language field in the order you define. This is configured for each account in Advanced Settings > Functional Preferences > Demographics:



Coming Soon: Text Appointment Notifications

Coming in June we will be offering a paid service for sending appointment reminders and other appointment-related notifications to your patients via text messaging. You can expect more detailed information about this exciting new feature in the next few weeks.

Thank you!

PayDC/APS Development Team

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is [\(888\) 306-1257](tel:8883061257); please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#). Please note: the Contact Us form is now secure, so you can include PHI in your description.