

# ONGOING PANEL UPDATES FOLLOWING BULK UPLOAD

Please refer to the [Information on submitting and updating panel lists](#) for the most up to date news.

**It is important to keep your PAS data up to date and aligned with your EMR on an ongoing basis.** Updated panels will help everyone involved in primary care have a better picture of attachment in BC, as we work together to ensure people have access to a primary care provider.

Updated panel lists in the PAS will also be critical to ensure payments accurately reflect panel size when the new method is developed for calculating CLFP payments, or panel payments under the LFP Payment Model.

## How to Update Panels in PAS

### HOW TO ADD PATIENTS TO YOUR PANEL REGISTRY:

Send a \$0 attachment code 98990 to MSP/Teleplan through your EMR for each new patient. This will be reflected in the PAS within a few days. This code and process is only to be used after your full panel is submitted. **You should only submit your entire panel as a bulk upload one time.**

**If you are adding a patient that you have previously removed from your panel within PAS, you will need to contact the PAS support team for assistance. Refer [here](#) for contact information.**

### HOW TO REMOVE PATIENTS FROM YOUR PANEL:

In your PAS panel registry, select the patient on your panel and click on the "remove" button. Removing a patient in PAS will not update your panel in your EMR, so you will want to ensure the patient has also been updated in your EMR with the relevant status (e.g. Inactive, Deceased). Work is underway to integrate these systems in the future.

### HOW OFTEN TO UPDATE PANELS:

Physicians are encouraged to incorporate these steps for adding and removing patients into your daily workflow. Physicians can delegate responsibilities in the PAS to someone in their clinic who is not a doctor or registered nurse practitioner by completing the endorsement process outlined [here](#).

Review panel lists in the PAS regularly, and no less than on a quarterly basis, to ensure it is up to date and to correct any possible errors along the way.

### GENERAL WORKFLOW CONSIDERATIONS:

- Refer to the *How to Maintain an Accurate Panel (Empanelment)* guides on the [Doctors of BC site](#).
- Ensure clinic is updating “panel last confirmed” field (*shown below*) **within PAS** to ensure reports and queries are being run for the correct timeframe.

Panel Registry  
**My Panel**

Amra Hayden has 1 patient(s) without a clinic. Go to the Patients Without a Clinic tab to resolve those patient records by: selecting clinic assignment(s) or removing the panel records.

Panel | Details | Patients Without a Clinic

My Panel Size: 0 | Panel Last Confirmed: Jan 19, 2024 (Amra Hayden)

Active

Remove | Change Clinic | **Confirm Panel**

Search by name or PHN

<input type="checkbox"/>	Panel Status	Panel Date	PHN	Last Name	First Name	DOB
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### ADDING PATIENTS: USING REGULAR BILLING METHODS

- Add new patients by confirming attachment, assigning MRP, and setting Active status within the EMR, and then submitting 98990 attachment code with usual billings.
- Periodically review any patients that have been attached but may not have been submitted to PAS using the 98990 attachment code:
  - If your panel was submitted using the bulk billing functionality in your EMR, and there is an accurate panel list (via [panel management](#)) you can run a report to show newly attached patients not yet billed 98990 (e.g. active not billed 98990).
  - If your panel was submitted using Dr.Bill or another third-party billing vendor, and there is an accurate panel list (via [panel management](#)) a report could be run to show all new patients attached after the date your list was submitted to the billing vendor (e.g. first encounter or meet and greet encounter with the MRP after the date of submission).
  - If panel management was not completed and panels were selected for upload using a specific criteria (e.g. seen in the last 3 or 5 years), a report could also be run to show all newly attached patients after the initial submission to PAS (e.g. first encounter with the MRP after the date they submitted).

### REMOVING PATIENTS: PERFORMED DIRECTLY WITHIN PAS

- Determine frequency in which the physician or delegate will sign into PAS to manually remove patients (e.g. weekly, monthly, quarterly).
- Continue to remove patients from your panel in your EMR by updating the status (e.g. Inactive, Deceased).
- Depending on the EMR, there may be queries or reports to support identifying inactivated patients since the last update to PAS. Refer to "panel last confirmed" field in PAS to ensure correct timeframe is used when pulling reports/queries.
  - If your full panel was submitted using the bulk billing functionality in your EMR, you can search patients who may need to be removed from PAS by searching for "Inactive patients billed 98990". This report should show all patients made inactive since the time of submission and help get your panel registry up to date (one time clean up before implementing routine maintenance).
  - PSP can work with you to determine the best workflow for your specific EMR and clinic workflow to keep PAS up to date (e.g. setting up tasks within the EMR, utilizing the notes section, alternate tracking processes, etc.)
- Login to PAS to search for patients on your panel registry and use the 'remove' button to update your panel list.

## Where to access hands on support:

For support implementing customized workflows and keeping your panel registry up to date, or if you have not yet completed the phases of panel management and are interested in getting started, please reach out to the Practice Support Program at [PSP@doctorsofbc.ca](mailto:PSP@doctorsofbc.ca) or submit a [service request here](#).

## Additional information online:

- **Doctors of BC:** [doctorsofbc.ca/managing-your-practice/provincial-attachment-system](http://doctorsofbc.ca/managing-your-practice/provincial-attachment-system)
- **Doctors Technology Office:** [doctorsofbc.ca/managing-your-practice/doctors-technology-office-dto/managing-your-emr/emr-resources-panel-clean](http://doctorsofbc.ca/managing-your-practice/doctors-technology-office-dto/managing-your-emr/emr-resources-panel-clean)
- **PAS:** <https://www.bchealthprovider.ca/s/article/Update-Your-Panel> (login required)