THE ✦ practice perfect PRESS

UNDER DEVELOPMENT:
THE LATEST RELEASE OF PRACTICE PERFECT, FURTHER ENHANCEMENTS TO INTEGRATED FAXING, AND MORE ON THE HORIZON

Hello again! We're proud to present the fifth edition of our Under Development series. In the May/June edition, we'll be discussing Version 500, updates to the integrated faxing service, and MIPS.

Version 500 is Ready for Download

Things tend to change rather quickly in the outpatient rehabilitation industry. Whether there are new regulations being handed down by the government, or one of our astute clients has made a helpful suggestion, our developers are always hard at work on the latest version of Practice Perfect.

The last time we spoke about a new software update was in November 2017. At that time, we were on Version 487—and a lot has changed since then.

Our most recent release is **Version 500**. Some of the changes include: substantial enhancements to the new client statements, and extended data exporting for both revenue and scheduler information; the Web App now incorporates all functions from the side-bar, and the 'Contact Log' can now be accessed there, too; and you may view the 'Activities by Service' screen for both patients and payors. There have also been many new report options added across the board—and our Patient Self-Booking App has received a full make-over.

These are just a few of the enhancements we've made to Practice Perfect in our latest releases. To see a detailed list of all the changes, check out our Release Center at:
www.practiceperfecrtemr.com/releases

To get a hold of Version 500, visit **www.practiceperfectemr.com/upgrade** or email support@practiceperfectemr.com today! Visiting these sites will always bring you the most recent update, even if it's more recent than 500 at the time of reading.

Finding Flexibility with Faxing

We're proud to say that Practice Perfect's integrated faxing feature is a hit. Clinics are taking full advantage of the fact that they no longer need to rely on their old fax machine, and can send progress notes, evaluations, and invoices to external contacts with the click of a button—and it's only getting better.

In the first iteration of our faxing feature, there were two factors preventing it from realizing its full potential: you could only fax documents that were created by Practice Perfect, and you could only send one document at a time. But in the latest version of Practice Perfect (V. 500), clinics are able to not only send external PDF documents, but they can send multiple documents of the same type simultaneously, as well. The ability to fax Word documents, the last piece of the puzzle, will be in our next release.

Email matt@practiceperfectemr.com to inquire about our integrated faxing service.

MIPS and the Certification Process

Please note that this section only applies to US clinics.

If your facility is providing rehabilitative therapy under Medicare Part B, then you've probably heard about the new Merit-Based Incentive Payment System —also known as MIPS.

Announced in early 2017, MIPS will change the way that therapists track and report outcomes. And even though MIPS will not be a requirement until 2019, we're well aware that therapists will rely on their EMRs to help them log this data when it becomes mandatory. However, the actual requirements for MIPS, as it relates to the Physical Therapy world, are still very much in flux. Nothing is official yet and things could change quickly. We will do our best to keep you informed as more information becomes available.

In order for Practice Perfect to offer this function to our users, we must undergo a rigorous certification process prescribed by the ONC Health IT Certification Program—and we've been working our way through it for the past few months. Certification covers everything from security and the type of data we collect, to how we communicate with other EMR solutions. So, we just wanted to take a moment to let you know that we're on track to provide you with everything you need to tackle MIPS in 2019

PHYSIOTEC
THE BEST WAY TO PRESCRIBE HOME EXERCISE PLANS

Just because an appointment has come to an end, it doesn't mean the treatment is over. Oftentimes, patients are given some exercises to complete in the comfort of their homes. But you'll need more than some tired old stick figures if you expect your patients to take their home exercises seriously, and get engaged in their recovery process—this is where Physiotec steps in.

Physiotec is an online patient portal containing thousands of interactive home exercise videos. Their videos cover a wide range of areas such as orthopaedics, strength and conditioning, neurology, speech, and even geriatrics. They're simple, easy to follow, and bring a new level of engagement to home exercise programs. You can add your own instructions and even upload your own exercises and videos!

After prescribing the exercises, patients will be provided with access to the Physiotec portal. From there, they can login and watch video containing their prescribed exercises on their tablet, smartphone, or computer. And the best part about it: Physiotec is fully-integrated with Practice Perfect so prescribing exercises won't involve any double-entry, and prescribed treatments will become a part of their client profile.

One of the biggest fears of using add-ons and integrations is that there's going to be a lot of overlap between the information entered in Practice Perfect, and the information entered in the add-on. But thanks to the direct integration with Practice Perfect, you won't have to waste time entering in all of your patient's information in Physiotec. You just need to click a button and all of the information from their client profile will be sent to Physiotec.

Physiotec is currently offering a **FREE two-month trial** of their home exercise software. To get a hold of it today, please visit: **www.physiotec.ca/trial**

MEET RICHARD,
APPLICATION SOLUTION SPECIALIST!

There are so many intricacies to Practice Perfect, and sometimes you need a guide to help you navigate them. This is where Richard and the support department step in.

Richard has been working with Practice Perfect since January 2014. Prior to that, he worked in the disability management field, where he spent a good amount of time learning the ins and outs of HCAI (an auto insurance health claims system that many Ontarians rely on.) Since his humble beginnings at Practice Perfect, Richard has grown to become an essential part of the support team. But what does Richard love most about his role here?

"I enjoy challenges, and being challenged,"

said Richard. He explained that tackling the hard problems leaves him with a sense of accomplishment. And we agree that it's definitely one way to keep things interesting!

Richard's friendly demeanour and technical knowledge make him an ideal candidate to assist our clients with more involved issues related to billing and the web app. But when Richard isn't busy stomping out problems for our clients, he's always staying active and having fun.

"I play in a slow pitch league during the summer, I'm an avid movie goer, and then there's Tinker," said Richard. Tinker is a happy-go-lucky black lab/golden retriever that Richard is fostering for a

local Lions Foundation. When she grows up, she'll go on to become a guide dog, but for now she's under Richard's watchful eye. Some of their favourite things to do include taking long walks, going to sporting events, and meeting new people. Believe it or not—Tinker has even been to a Toronto Maple Leafs game!

All said, we're happy to have Richard on our team, and we know that the clients who've received a helping hand from him are, too.
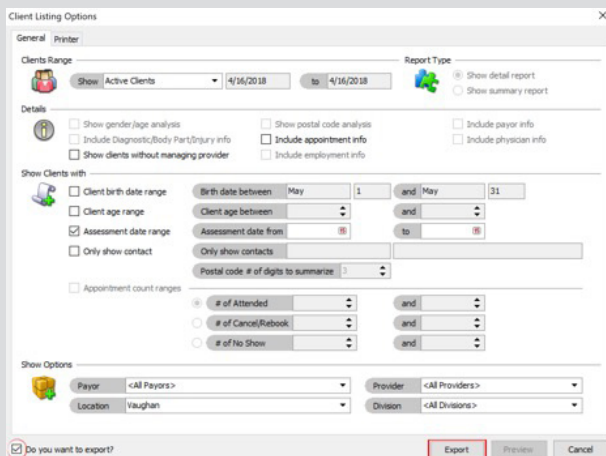
TIPS & TRICKS

EXPORTING A LIST OF YOUR CLIENTS' EMAIL ADDRESSES

Your practice management software contains the contact information for hundreds, if not thousands, of patients. From time to time, you may want to send a message to a large number of them. You may even want to specifically target your discharged patients, and entice them into reactivating. But if you take step back, you'll realize that if you want to send a group of patients a mass email, you'll need a list of your all their email addresses. Fortunately, this is really easy to do in Practice Perfect.

The 'Client Listing Report' provides you with an easy way to export a complete list of your patients. To do so, simply select 'Reports', 'Marketing', and then 'Client Listing Report' from the menu bar at the top of the screen. Once there, you can decide which patients you want to appear on the list (e.g. active clients, discharged clients, elderly clients, etc.).

See the 'Do you want to export' checkbox towards the bottom of the panel? This is the key to exporting a list of your clients that includes their email addresses.

Upon checking off this box, the 'Print' button will turn into an 'Export' button. Click it and you'll be able to create a spreadsheet containing all of their contact information, **including their emails addresses**. From there, sending a mass email to your patients will just be a matter of importing that same list of email addresses into an email marketing tool such as MailChimp, Constant Contact, or another similar service.

INTRODUCING THE WIRED CLIENT

A NEW WAY TO COMMUNICATE WITH CLIENTS

The Wired Client is a brand new platform that has the potential to revolutionize the way you stay in touch with patients. Instead of relying on emails or phone calls, you can use automated, highly-customizable text messages to spark up a conversation and keep them engaged in their recovery process.

When you use the Wired Client, you're able you to create a customizable message plan that's unique to your patients' situation. For example, you can assign all of your discharged patients a group of text messages (or emails) that will be sent automatically at fixed intervals, without you having to lift a finger. Allow us to provide an example.

A patient has been discharged from your facility. One day after their course of care comes to an end, they'll receive a message thanking them for choosing your facility. Two weeks after their discharge, they'll receive another automated text message prompting them to submit feedback on their time spent at your clinic. And then two months after their discharge, they'll receive yet another automated text message that ensures they're well on their way to recovery—and if not—they can reply to your messages and let you know what's up!

The greatest thing about the Wired Client is that these aren't just one-way messages; you can actually have a conversation with your patients. They can reply to the automated text messages sent from your account, and you can reply the next time you log on to the Wired Client, right from your desktop, tablet or phone.

Think of the Wired Client as a web-based companion platform to Practice Perfect. It will pull all of your client data from Practice Perfect so that you don't have to worry about re-entering all of their pertinent information. After that, all that's left to do is assign each patient a message plan, and let the Wired Client handle the rest.

We're still a few months away from an official release, but be sure to stay tuned for more updates.

Do you want to be a beta tester for the Wired Client? Contact **matt@practiceperfectemr.com** today and let us know.

WEBINARS
GROWING YOUR REVENUE WITH PRACTICE PERFECT

Practice Perfect is equipped with the tools you need to help you grow your clinic's revenue. From tracking your patients' coverage limits, to running financial reports, our practice management system excels at identifying missed opportunities and strengthening your bottom line.

Whether you're a sole practitioner, manage a facility with several therapists, or oversee multiple locations, you will always have a chance to earn more revenue, and in turn, grow your practice. In this webinar series, we'll be providing you with some fresh ideas for doing just that.

To register for Growing Your Revenue, email **michelle@practiceperfectemr.com** today!

- **Wednesday, May 23 at 12:00 pm ET**
- **Friday, May 25 at 1:00 pm ET**
- **Tuesday, May 29 at 3:00 pm ET**