



## UNDER DEVELOPMENT: WHAT'S ON THE HORIZON FOR 2019?

Welcome back to the Practice Perfect Press. It's been a while since we last spoke. In this issue, we're going to talk about our new quarterly newsletter, an update on the Wired Client beta, and a preview of our plans for 2019.

### QUARTERLY NEWSLETTER

You may have noticed a startling lack of Practice Perfect newsletters in recent history. That's because we've switched to a quarterly model.

The quarterly newsletter will keep you from being inundated by Practice Perfect content. We also want to ensure that every issue of the Practice Perfect Press remains relevant—and the best way to do this is by focusing on the quality of our content rather than the quantity.

That said, this is the first of our new quarterly newsletters, so you can expect to hear from us again a few months into 2019.

### AN UPDATE ON THE WIRED CLIENT BETA

We are now 3 months into the Wired

Client Beta. Clinics are using this new app to boost patient engagement through automated text messages. And by all accounts, it's saving them a ton of time following up with patients before and after sessions. What's more, patients can actually reply to the messages and continue the conversation with your staff.

The Wired Client Beta will be running into early 2019, so if you're interested in participating, please email [matt@practiceperfectemr.com](mailto:matt@practiceperfectemr.com) to learn more about how to enroll.

### LOOKING TOWARDS 2019

Our goal is to focus on several key projects that will dominate 2019, along with a host of smaller, ongoing changes that will organically happen along the way. First, attention will be turned towards our patient portal with the addition of a new financial component. Not only can patients book their appointments online, but patients will be able to view their bills and pay their accounts online. New patients will also be able to self-register and book their initial visits after having viewed staff bios, pricing, etc.

Second, for our American clients, we will look at becoming a certified registry to assist with the submission of data to Medicare to meet MIPS requirements, which will surely grow in the years to come.

Lastly, we will be focusing on additional treatment plan criterion – so that users can supply any number of triggers to indicate when treatment is approaching what was approved, or prescribed, right down to individual fee codes and visit counts.



JOIN US FOR OUR

# MIPS WEBINAR!

DECEMBER 19TH FROM 1:00 PM TO 3:00 PM EST

email [michelle@practiceperfectemr.com](mailto:michelle@practiceperfectemr.com) to register.

# PHYSIOTEC

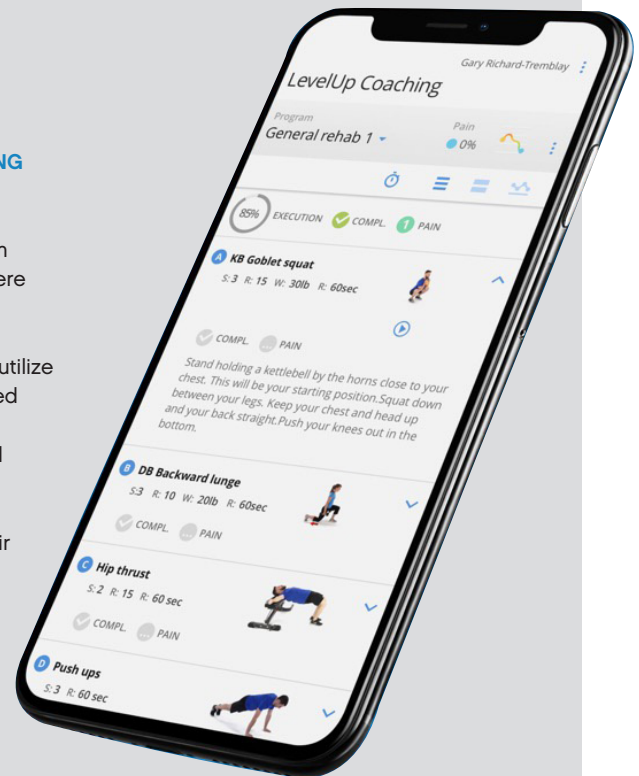
Therapists are quick to remind patients that they need to be diligent about completing their home exercise programs. What goes without saying is that this is a struggle for both therapists and patients.

Therapists don't have the time to create effective home exercise programs for their patients. And the patients themselves can have a hard time remembering the ins and outs of the exercises their therapists prescribed. Physiotech home exercise videos turns these struggles into a thing of the past.

Physiotech makes it incredibly easy to create professional exercise programs that patients can follow along with at home, enhancing their treatment outcomes and making your clinic look great in the process.

## HERE ARE A FEW BENEFITS OF USING PHYSIOTEC IN YOUR CLINIC:

- Patients can access the videos from their phones or tablets from anywhere in the world
- Customize home exercise plans or utilize the standard exercise plans provided
- Helps patients get better faster and improve their outcomes
- Patients show exercise plans to their friends, friends that may require your services
- Features a direct integration with Practice Perfect so there's no double-entry whatsoever



PHYSIOTEC IS CURRENTLY OFFERING A **FREE TRIAL** TO ALL PRACTICE PERFECT CLIENTS. Visit [www.physiotech.ca](http://www.physiotech.ca) or email [info@physiotech.ca](mailto:info@physiotech.ca) to get started!

## MEET JOANNE, APPLICATION SOLUTION SPECIALIST!

The clinics that use Practice Perfect rely on our software to manage all aspects of their business. So when there's something preventing them from accessing their data, it takes a superhero like Joanne to help make things right.

Joanne brings nearly 15 years of IT experience to the table. She's a self-described jack of all trades that assists with everything from training and onboarding new clients to urgent calls and our live chat. So if you've ever used the live chat function on our website, there's a good chance Joanne was there to answer your questions.

It's a fact that calling tech support is

usually the last thing someone wants to do. They only do it because they've reached a dead end, and Joanne is aware of this—that's what motivates her to help as many people as she can. "It's nice to be able to save the day sometimes."

"Sometimes you get the same questions or the same issues," Joanne says. "But every once in a while you get people that are so stumped, and you get to show up and fix everything like you're wearing a cape. You can actually hear the sigh of relief."

Outside of work, Joanne enjoys going to the gym, doing CrossFit, and Olympic lifting. If she isn't at the gym, she's



probably curled up on the couch watching true crime documentaries on Netflix. But between her peak physical fitness and her knowledge of what makes criminals tick, we suspect Joanne may be training to be a real life superhero.

All said, we're so happy to have Joanne on our team, and if you've ever worked with her, you probably are, too.

# TIPS & TRICKS



## TELUS HEALTH ECLAIMS: MAKING LIFE EASIER FOR YOUR PATIENTS



For the past couple years, Practice Perfect has been fully integrated with **TELUS Health eClaims**. Our integration enables clinics to submit claims to participating insurers directly through Practice Perfect, without having to login to a separate system or deal with double entry. There's also the benefit of receiving virtually instant adjudication.

Previously, when a patient receiving coverage from a TELUS Health insurer attended a clinic for treatment, they were required to pay for the treatment out of pocket. Afterwards they would have to go home and submit the claim to TELUS Health on their own time—or, the clinic would have to re-enter info on their behalf. Either way, it was a definite nuisance. But thanks to our integration, the clinic can submit the claim on the patient's behalf, sparing everyone extra data entry. It also results in payment being made directly to the clinic.

Furthermore, this integration shows you exactly what will, and what won't, be paid by the insurer when you submit the claim.

So we know that the TELUS Health eClaims integration benefits clinics and their patients, but why else is it a big deal? **It's because 85% of all privately insured Canadians receive coverage from a TELUS Health insurer.** Whether they receive coverage from **Manulife, Sun Life Financial, Great-West Life**, or another one of Canada's leading insurance carriers, your patients' claims can be facilitated directly through Practice Perfect. TELUS Health is instrumental in processing **Ontario WSIB claims**, as well. These, too, can be facilitated directly through Practice Perfect.

If your clinic is regularly submitting TELUS Health eClaims, contact the support department today to learn more about how to do so through Practice Perfect. And rest assured that there are no additional fees for this feature!



# PRACTICE PERFECT 509

## COLLECTING PATIENT SIGNATURES AND CARRYING FORWARD FIELDS IN CUSTOM DOCUMENTS

Practice Perfect is ever-evolving and we regularly release new builds that aim to improve the application. Many of these improvements are a direct result of the feedback we receive from our clients. As such, we've made a couple major enhancements to Practice Perfect in Version 509 that we know you're going to love.

### Patients Now Can Sign Daily Notes

It isn't uncommon for insurance carriers to request patients/guardians to sign or initial their daily notes, especially in the case of pediatrics. Their signatures serve as further verification that the information contained within the note is accurate and true. But until now, the only way to do this was by printing of the document and having the patient sign it with a pen. But that's set to change in Version 509.

In the latest iteration of Practice Perfect, patients can record a digital signature directly on their daily note. To do this, you simply need to click the 'Client Signature' icon on the function bar, and the following panel will appear:



At this point, patients can take hold of your mouse and use it to sign their notes digitally! This will be coming to our web version, as well, in the very near future.

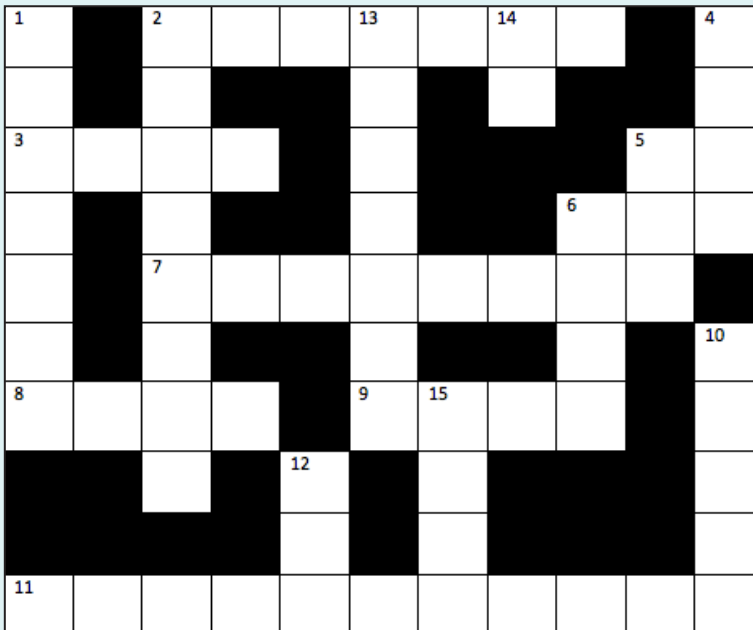
### Carry Forward Fields from Custom Documents

In our 'Custom Documents', you can now setup fields to bring forward information from your previous documents. For example, if there's information in your initial evaluation that needs to be carried over into your re-evaluation, the same field in the re-evaluation can be automatically populated with the information entered in the evaluation.

We expect this new feature to help considerably with reducing double-entry and making your processes that much simpler.

So if you're interested in upgrading to Version 509, please contact the support department at [support@practiceperfectemr.com](mailto:support@practiceperfectemr.com) to schedule your upgrade today.

# CROSSWORD



## ACROSS

2. The name of your practice management software
3. A feature that allows you to send documents to physicians
5. French for 'The'
6. A \_\_\_\_\_ pack is used to relax tensed muscles
7. Click this link on our website to access Practice Perfect University
8. An expression for denoting an unpleasant odor or taste
9. Need a patient's visit history? Use \_\_\_\_\_ appointments
11. Our new patient engagement app

## DOWN

1. Patients attend your facility for...
2. The name of your practice management software
4. I'm a \_\_\_\_\_ and I didn't even know it
5. When you laugh out loud
6. Use this symbol to enter new treatment and service charges
10. Something you won't find much of in a pediatric clinic
12. A geriatric patient is...
13. A report you can run to recapture patients who have stopped booking appointments
14. A type of payment made by patients
15. Someone that you may look up to....a lot!

## FIND OUT HOW YOU DID!

Visit <http://bit.ly/ppcrossword> for the answers.