UNDER DEVELOPMENT:
THE CLIENT PORTAL BEGINS TO TAKE SHAPE

Welcome back to the latest edition of the Practice Perfect Press. We're on the cusp of summer, and looking forward to enjoying some sun. In this issue, we'll be taking a look at our upcoming patient portal, and providing an update on MIPS, and catching you up on Wired Client.

A New and Improved Client Portal

As time goes on, more and more clinics are inquiring about a client portal. For those who don't know, a client portal is a place where both existing and new patients can login to schedule new appointments, complete forms, check their visit history, and more.

Currently we're offering a very simple client portal which enables existing patients to schedule appointments—but it's about to get an upgrade. In the second iteration of our client portal, we're opening the door to new clients.

New clients will be able to search the schedule and book their visits. They'll also be able to complete your clinic's basic intake form, and agree to your policies, all before setting foot in the clinic. This will drastically cut down on administrative time as patients will not need to spend time filling out forms when they arrive at the clinic. Not to mention, when these new patients schedule an appointment in the client portal, you can enable a setting in Practice Perfect that automatically creates a client profile and adds their appointment to the schedule.

As for existing patients, they will be able to choose the therapist with whom they would like to book their appointment and even their service. As an option, patients can cancel or change their upcoming appointments online. This is all being done in an effort to add more flexibility to what patients can do in the portal, when appointments can be booked, and with whom.

Speaking of flexibility, we're just scratching the surface on the client portal. The entire look and feel will be customizable so that it can match your existing clinic website. You'll also be able to create individualized bios for your therapists, with pictures, so new patients can learn a bit more about your providers.

Later this year, we will be working on a billing component—clients will be able to reproduce invoices, pay their bills, and more. You can expect to see the first wave of changes for the new and improved client portal by July/August 2019.

Patient 360: A MIPS Registry for Practice Perfect Users

If you're an American clinic providing treatment and services to Medicare patients, then you've definitely heard of MIPS. However, to participate in MIPS, you may opt to submit your measures through a registry. This is where Patient 360 comes in.

Practice Perfect has partnered with Patient 360 to build an integration which allows you to seamlessly submit your MIPS measures to Medicare from directly within Practice Perfect. The link between our two programs is almost complete and will be available early this summer!
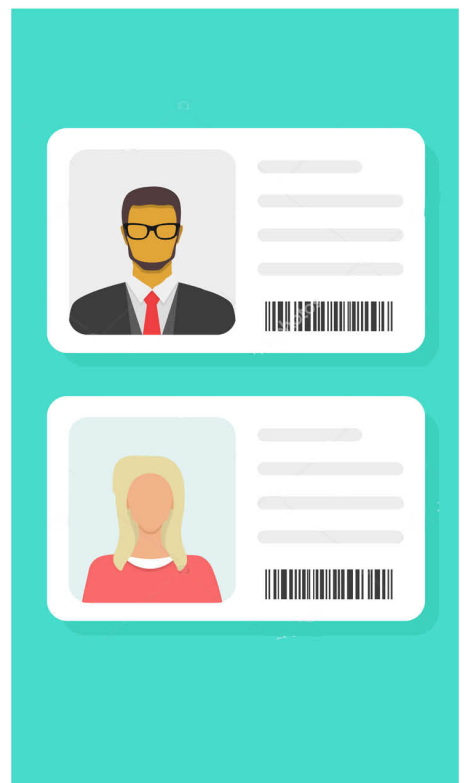
To learn more about Patient 360 and sign up for their registry, visit **www.patient360.com/mips-reporting-practice-perfect-emr-users.**

OPEN EDGE:
MAKING PAYMENT COLLECTION EASY FOR YOU AND YOUR CLIENTS

Collecting payment from patients isn't always the easiest thing to do. But what if there's a simple, secure, and reliable credit and debit card integration that makes processing payments at your clinic as simple as can be? That's precisely why we've partnered with Open Edge.

The Open Edge credit and debit card point of sale system (POS) enables clinics to process payments while recording them in Practice Perfect simultaneously. So not only does this integration save you time by cutting down on double-entry, it also enhances your cash flow and saves you money in the long run. Let's take a closer look at how this integration is benefitting clinics today.

The credit and debit card integration helps reduce client checkout time by giving you one point of entry. That means your clients won't need to stand around while they wait for you to run their card and then enter the same information into Practice Perfect. That's because the Open Edge integration allows for one seamless point of entry.

By having one point of entry, this makes the end of day balancing act that much easier. No longer will you have to compare the payments entered in Practice Perfect with the actual payments collected by your POS system. Consolidating all of the payment information in Practice Perfect is guaranteed to save your staff valuable time, and help keep the

record straight.

And one key benefit that we can't gloss over is the fact that by using the Open Edge debit and credit card integration, you're able to securely store your clients' card numbers in Practice Perfect. The storage system is PCI compliant, and you won't have to listen to any excuses about patients forgetting their cards at home.

So if you would like to learn more about how you can make payment collection easier at your clinic by using Open Edge's debit and credit card integration, be sure to visit them at **www.openedgepayment.com.**

MEET WILLIAM,
OUR CHIEF APPLICATION DEVELOPER

As many of you know, Practice Perfect is a constantly evolving software. Many of the upgrades and enhancements that we make to Practice Perfect are a result of the feedback of our users. But who's the leader of our team behind the scenes who actually makes those changes? This is where William, our Chief Application Developer, steps in.

William has been developing software for more than 30 years. William emigrated to Canada in the 90's. Before coming to Practice Perfect, he worked for a clinical management software called Spa Soft. But William has been with us now for close to 20 years.

"I really enjoy coding," said William. "And

I like how the software is always able to be improved." As a matter of fact, William has a philosophy when it comes to these things—the easier the application is to maintain, the better.

One of William's ideas was to create these little lines of codes called "scripts". So whenever a bug is found, you can run a script and see if the issue is resolved. But when William isn't busy coding, or devising new ways to improve Practice Perfect, he has a few other things that he likes to do for fun.

William enjoys spending time with his daughter, watching movies, and travelling. Some of his favourite
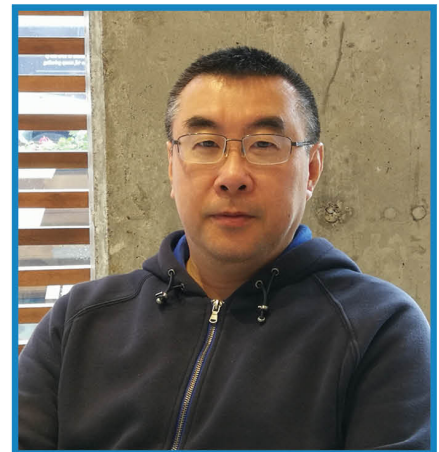
destinations are the white sandy beaches of the Caribbean. "I can sit on the beach for a whole day doing nothing," William said.

All said, we're so happy to have William on our team, and we look forward to working with him for 20 more years!

RANSOMWARE:
5 WAYS TO PROTECT YOUR DATA

Recently there have been a rash of ransomware attacks targeting healthcare facilities. Ransomware is a type of virus that effectively holds your computer hostage by making ALL of your data files, Word, Excel and potentially Practice Perfect, unusable, forcing you to pay to have them repaired. Fortunately, there are ways to protect your data and ensure that you're immune to ransomware viruses.

1) Perform and retain daily data backups
By performing daily data backups, you're ensuring that you can restore your data if your facility is ever targeted by ransomware. Because you own your data, you're responsible for protecting it, and daily data backups are the first line of defence.

That being said, it is also important to keep a history of backups - perhaps retaining one-per-week for the past month. Why? Like any virus, Ransomware can lay dormant for several weeks before it strikes. Its crucial to have backups from before the virus found its way on to your computer, even if the symptoms have only recently become evident.

2) Beware of questionable websites
Everyone knows that one person who likes to stream their favourite movies and TV shows off of questionable websites that are rife with malware. And what they do on their own computer is their own business—but that should never happen at the office. It isn't uncommon for clinics to restrict access to all but a handful of approved website.

3) Run an antivirus software and firewall
Most computers come complete with their own antivirus and firewall software. It does a moderate job at protecting your computer from harmful ransomware, but it doesn't hurt to double down on your data security and run a third-party firewall and antivirus software for an added layer of protection.

4) Get help from a company like DataHEALTH
Practice Perfect has partnered with DataHEALTH to provide our clients with a sure-fire way to guard themselves against ransomware. Their cloud-based backups are automated, consistent, historical and secure. And if you ever needed help restoring your data, they'd give you a hand with that, too!

Visit **www.dathealth.com** to learn more about their automated cloud backups.

WIRED CLIENT GETS AN UPGRADE

We're rapidly approaching one year since we've launched Wired Client—and the upgrades keep coming! In our latest version, we've added a few new features. Read about them below:

- Broadcast messages: Quickly and easily send a broadcast message to a large group of clients instantaneously. Is one of your providers sick? Is there a massive snowstorm looming? Let your patients know right away.

- Automatic unsubscribe: When a patient replies with either "stop", "opt out", or "unsubscribe", they can have their campaign deactivated automatically.

- No show trigger: A patient didn't show up for their appointment without calling to cancel beforehand? Automatically send them a text message using our new no show trigger.

- Sort messages by branch: If your clinic has multiple office locations, you will be able to sort the messages listing based on the branch location.

We have many more new features coming down the line, but you can begin taking advantage of these new features in the coming weeks!

SPILL THE TEA
TO OUR CLIENT CARE COORDINATOR

At Practice Perfect, keeping in touch with our clients is one of our highest priorities. But while our roster of clients grows, this becomes more and more of a challenge. So we've made a new addition to our team that's going to help us out with that.

KC is our new Client Care Coordinator. She'll be contacting all of our clinics, one by one, because we want to touch base and see how things are going. So if you have any thoughts, feedback, or ideas about how Practice Perfect can better serve your facility, we want to hear!

Our Client Care Coordinator will also be contacting you to let you know more about some of our new and exciting features. Whether it's Wired Client, our new and improved Client Portal, or another one of our other helpful add-ons, KC will be able to put you in touch with the right people.

You can expect to hear from KC in the coming months, so when she comes calling, be sure to spill the tea!

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LETS GET SOCIAL!

Practice Perfect likes to keep in touch with our clients and the world at large. How do we do it? The answer is simple: social media.

Here are all of our social media channels. Be sure to give us a follow and stay up to date with the latest happenings at Practice Perfect.

Twitter: www.twitter.com/PracticePerfEMR

Facebook: www.facebook.com/Practiceperfectemr

Instagram: www.instagram.com/practiceperfectemr

YouTube: www.youtube.com/user/practiceperfectemr

Blog: www.practiceperfectemr.com/blog