



FALL 2019



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www.practiceperfectemr.com

UNDER DEVELOPMENT: INTRODUCING THE NEW CLIENT PORTAL

Summer has come and gone, which means it's time for Fall edition of the Practice Perfect Press. In this issue we'll be covering a wide range of topics. From billing Pacific Blue Cross to an update on our new and improved Client Portal, you needn't go any further to learn more about the latest happenings at Practice Perfect.

An Update on Our New Client Portal

Practice Perfect is gearing up to release the new Client Portal. We're anticipating its release this Fall. The revised Client Portal will allow not only existing patients, but brand new patients, as well, to schedule their own appointments. "But what exactly will it look like," you ask. Just take a look below.

On the right-hand side of the screen we can see a list of your therapists. By clicking one of their names, you'll see their biography, a picture of them, and a bit of their background information. It also includes the services they provide and pricing. Patients can use this information to decide with whom they would like to schedule their appointment.

Alternately, on the left-hand side of the screen we can see a list of the available services. Whether a patient wants to book an initial evaluation, or a thirty-minute massage, they can pick the service that's right for them, and choose from the list of available providers.

And of course, the colours can be altered to match your clinic's specific website

look and feel.

When it comes time for these new patients to register for the selected treatment, they'll be greeted by a screen similar to the one seen below.

We've designed this page to gather all of the patient's basic demographic, health and insurance information. Furthermore, your patients will be able to agree to your policies online. This is then used to automatically build their client profile in Practice Perfect, giving you and your staff one less thing to worry about.

Keep reading our blogs for more updates!

PLEASE SELECT PROVIDER OR SERVICE:

SERVICES

- Massage Therapy 30 Minutes
- Massage therapists treat clients by using touch to manipulate the muscles and other soft tissues of the body. With their touch, therapists relieve pain, help heal injuries, improve circulation, relieve stress, increase relaxation, and aid in the general wellness of clients.
- Michelle Amarata Manager

- Massage Therapy 45 Minutes
- Massage therapists treat clients by using touch to manipulate the muscles and other soft tissues of the body. With their touch, therapists relieve pain, help heal injuries, improve circulation, relieve stress, increase relaxation, and aid in the general wellness of clients.

- Massage Therapy 60 Minutes
- Massage therapists treat clients by using touch to manipulate the muscles and other soft tissues of the body. With their touch, therapists relieve pain, help heal injuries, improve circulation, relieve stress, increase relaxation, and aid in the general wellness of clients.

- Physical Therapy Assessment
- To goal is establish the individual's specific diagnosis, prognosis, and plan of care through the evaluation process. physical therapists synthesize the collected examination data and determine whether the potential or existing disorders to be managed are within the scope of physical therapist practice.

PROVIDERS

- Daniel Ackie Physical Therapist
- Michelle Amarata Manager

Michelle is our favourite Massage Therapist. Sore neck, sore back, still muscles? Michelle can help you out for either a 30, 45 or 60 minute session.

Massage Therapy 30 Minutes

Massage therapists treat clients by using touch to manipulate the muscles and other soft tissues of the body. With their touch, therapists relieve pain, help heal injuries, improve circulation, relieve stress, increase relaxation, and aid in the general wellness of clients.

Massage Therapy 45 Minutes

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Physical Therapy Treatment

Practice Perfect - Calendar X Booking App X https://app.practiceperfectemr.com/onlinebooking/800/#/signup

As Voted Getting Started eBay Suggested Sites Web Slice Gallery FAXCOM Job Tracking Pages - Home From Internet Explorer

SAMPLE CLINIC

100 Main Street New York, NY 100-555-0000 steve@samplec22.com

Create login Add profile Add Insurance Information

Personal Information

First Name *	Home Phone *
Last Name *	Work Phone *
Birth Date	Cell Phone *
yyyy-mm-dd	Home Email *
Address	Work Email *
City	State/Province

Additional Information

Emergency Contact First Name	How did you hear about us?
Emergency Contact Last Name	Description of Injury *
Emergency Contact Phone Number	When did it occur, if known
Occupation	Medications and Surgeries
Guardian Name & Relationship	Medications
Family Physician	Allergies

BACK NEXT



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Visit www.thewiredclient.com to learn how Wired Client can help grow your business.

Wired Client
Automated client engagement.

CLOUD HOSTING SERVICE

Did you know that Practice Perfect offers a cloud hosting service? Instead of storing all of the data on your computer, we can become your ‘server’. This means that you won’t need to worry about the processing power, the storage capacity, or most importantly, backups of your main computer. Allow us to explain why many clinics have chosen to go with Practice Perfect’s cloud hosting service.

Practice Perfect’s servers are hosted in secure SOC-2 Certified North American storage facilities. These fireproof facilities are guarded around the clock, and guaranteed to keep your data safe. Speaking of safe, data backups are widely considered to be the key to protecting your data. This is why **Practice Perfect performs nightly, redundant data backups for all of our hosted clinics**. But how does Practice Perfect physically store your data?

The computers on which we host your data feature **solid state hard drives (SSD drives)**. This ensures that the performance and storage capabilities are second to none. It also enables us to provide you with unlimited storage!

Of course, if you are ever experiencing difficulties accessing your data, Practice Perfect will offer full server support. And if one day down the road you decide that you’d like to host the data on your own, we can assist in migrating the data

from our server back to yours. After all—**the data still belongs to you**—we’re just taking care of it.

Practice Perfect’s Cloud Hosting service is currently being offered for as low as **\$70 per month**. If you would like to learn more about this service and how it can benefit your clinic, please contact us at matt@practiceperfectemr.com.



MEET LUKE, APPLICATION SOLUTION SPECIALIST!

Practice Perfect’s Support Department is truly the backbone of our company. That’s because whenever one of our clinics is experiencing some technical difficulties, big or small, the members of the Support team are the first ones to reach out to them and sort out any issues. This makes it all the more important to have an experienced, knowledgeable, and friendly guy like Luke on our team.

Luke hails from the sunny shores of Melbourne, Australia. Now living in Toronto, Practice Perfect isn’t Luke’s first foray into the world of healthcare IT. When Luke first moved here, he worked for a dental practice management

software company called Practice Makes Perfect—which makes his move to Practice Perfect a very natural progression.

The part that Luke enjoys most about his job is the fact that he’s able to help people. “If someone is stressed out, or having trouble doing their job, it’s really nice to be able to solve their problem and help them get back to work,” said Luke. “Even if it’s something really simple, it can mean the world to them.”

When Luke isn’t helping clinics sort out their technical difficulties, he’s found a few other ways to keep himself busy. For one, he loves to travel. He’s been to many countries around the world, and



although he isn’t sure where he’s going next, you can bet that it will be somewhere cool. He also enjoys volunteering at the Toronto Humane Society where he takes dogs out for walks and to get some exercise.

That being said, we’re thrilled to have Luke on our team, and if you’ve ever had the pleasure of speaking to him, then you probably are, too!

BILLING PACIFIC BLUE CROSS

IS ABOUT TO GET EASIER

Pacific Blue Cross is British Columbia's #1 provider of health benefits coverage. As a matter of fact, one in every three British Columbians receive coverage from Pacific Blue Cross—so you can understand why it's important to clinics on Canada's West Coast to have an easy way to submit their claims to them. This is why Practice Perfect is proud to announce that we're in the midst of completing an integration with Pacific Blue Cross.

Practice Perfect's integration with Pacific Blue Cross will enable clinics to submit claims to the insurance carrier from directly within Practice Perfect. If you're at all familiar with our other direct billing integrations (i.e. TELUS Health eClaims), then you'll know that this has the potential to significantly reduce the time spent on billing tasks while eliminating the need for double-entry. Not to mention, it's going to make adjudicating claims a lot easier, too.

The Pacific Blue Cross integration is expected to be completed by Q1 2020, and we'll be sure to keep you posted!



UPDATED TREATMENT NOTE FORMAT

NEW FEATURE!

Treatment notes are some of the most common documents in Practice Perfect. Every time a patient comes to your clinic, your therapists are likely to complete one. But recently we revised the format of the treatment notes to seamlessly incorporate the goals.

 FAMILY FIRST 344 North Rivermeads Concord, ON L4K 3N2 Phone: (905) 355-5555 Email: familyfirstclinic@gmail.com fcnic.com	Family First Clinic - Uptown TREATMENT NOTE Client Name: Snickett, Emily File Number: 100081 Provider: Kobe Bryant Service Date: 8/16/2019 Time In: N/A Time Out: N/A Visit #: 0 Treatment Duration: N/A	
Incident: Pronunciation Gender: Female Birth Date: Referral Date: Assessment Date:		
Subjective: Emily was seen for an individual speech-language therapy session at Mrs. Stewart's Private Speech Therapy Clinic. She entered her session excited and ready for the day. Abigail worked diligently and cooperated with the clinician's directions. The session took place at a table in a classroom. Emily had a great session		
Objective: Direct Interventions: 30 minute speech therapy session		
Long Term Goal #1: Speak fluently during automatic responses, phrases, sentences, responses to questions, reading, monologue, & conversation with ___% accuracy.		
Long Term Goal #2: Reduce syllable reduction (e.g., telephone/telephone) with ___% accuracy.		
Short Term Goal: Increase correct speech production in spontaneous utterances when interacting with therapist	Therapeutic Interventions: Helped patient to recognize spontaneous utterances	Duration: 20 mins

In this optional format, the goals have effectively replaced the 'Objective' section of our SOAP note. This new format allows us to clearly see any long term goals, short terms goals, and the associated therapeutic interventions.

"Initially we created this new treatment note format for our speech therapy clinics, but we think that all outpatient rehabilitation clinics stand to gain from this fantastic new layout," said Steve Presement, President of Practice Perfect.

To enable this new treatment note format, all you need to do is select 'Settings' and then 'Customize Progress Notes/Documentations' from the menu bar at the top of the screen. Look for the 'Daily Note Report Style' towards the bottom of the panel and change it to 'Treatment Note Report'. When it comes time to print your report, it will appear in the same format that you see here.

Please note that you must be using Practice Perfect 525 or higher to use the new treatment note format.

TIPS & TRICKS: RUNNING PRACTICE PERFECT ON A DUAL MONITOR SETUP

Are two screens better than one? Many clinics seem to think so. That's because two monitors can enable staff to multitask more efficiently. Let's take a closer look at why that is.

When you're working the front desk in a busy clinic, there's a lot of stuff happening at any given time. For instance, you can be required to check in patients, while scheduling new appointments, and processing payments all within the same breath. With only one instance of Practice Perfect open on your screen, managing these tasks becomes more challenging—but that doesn't have to be the case.

With a dual monitor setup, the front desk is able to process payments on

one screen while scheduling appointments on the other. And even if they don't have two monitors, they can still have two instances of Practice Perfect open on the same computer. This allows you to effectively login to Practice Perfect twice on the same machine. And then one login can be used for your scheduling, and the other can be used for everything

else in between.

If you would like to setup multiple instances of Practice Perfect on one of your workstations and make multitasking easier, just contact the Support Department today!

Please note that there are no additional fees for this feature.

