# THE practice perfect PRESS

# UNDER DEVELOPMENT:
## A LETTER FROM THE PRESIDENT

Winter has arrived and that means that another year has come and gone. We'd like to take a moment to reflect on everything we've been able to achieve this year, as well as some of the exciting things that we have lined up for 2020. But most of all, we'd like to thank our loyal clients—without whom, none of this would be possible. So let's all lean to hear what Steve Presement, President of Practice Perfect, has to say:

First and foremost, Happy Holidays from the Practice Perfect team! Whether you celebrate, Christmas, Hanukkah, or Festivus, we hope that your holiday season is full of peace, love, prosperity, and cookies.

Since the start of 2019, our team has been working flat out to continuously improve Practice Perfect. When this year started we were on Version 509 of Practice Perfect. And as we reach the end, we're on Version 536 with close to 400 completed modifications.

Some of the new features we rolled out over the year include: a new treatment note format, exporting options for a number of reports, improved treatment plans, enhancements to the web-based version of Practice Perfect, continued improvements to Wired Client, Patient 360 MIPS integration and a host of other tweaks, both big and small. But instead of focusing on what we've accomplished, I'd like to turn an eye towards the future and talk about some of the new and exciting things we have in our pipeline.

2020 is going to be a massive year for Practice Perfect. We're gearing up for the release of our new client portal, which will completely change the way patients are able to interact with your clinic. The web version will grow with new features being implemented. In addition, we're adding some more direct billing integrations for our Canadian clinics such as Pacific Blue Cross. And of course, Wired Client will continue to undergo development as the user-base grows and more suggestions are submitted. The biggest news, we will be releasing Practice Perfect 3.0, which on the surface will look the same, but in the background will leverage the speed of the most modern computer processors utilizing a new database engine, which will represent a substantial speed increase—and allow us to incorporate the International Phonetic Alphabet for our speech therapy clients.

Once again we'd like to thank you for putting your trust in us to help you run your practice. We look forward to many more years of business success.

# CONTINUED EDUCATION
# WEBINARS

Practice Perfect is such a robust application that wrapping your mind around all of its many features can be a challenge for even the most tech savvy users. So when you're initially getting started with Practice Perfect, there may be some features that fall by the wayside. And if you work at a clinic that has had recent staff changes, then you may want a hand bringing those new staff members up to speed.

All of this is leading to more requests than ever for retraining. To meet the demand, Heather Crosskill, Director of our Training Department, will be hosting a number of continued education sessions all throughout the month of January. See below for a list of dates, times, and topics:

## Canadian Training Sessions:
- **January 8**: 1:30 pm to 2:30 pm EST **Setting up Practice Perfect**
- **January 15**: 1:30 pm to 2:30 pm EST **Front Desk Features**
- **January 22**: 1:30 pm to 2:30 pm EST **Clinical Documentation and EMR**
- **January 29**: 1:30 pm to 2:30 pm EST **Billing and Reporting**

## American Training Sessions:
- **January 8:** 12 pm to 1 pm EST **Setting up Practice Perfect**
- **January 15**: 12 pm to 1 pm EST **Front Desk Features**
- **January 22**: 12 pm to 1 pm EST **Clinical Documentation and EMR**
- **January 29**: 12 pm to 1 pm EST **Billing and Reporting**

To register for our Continued Education Webinars, please email **michelle@practiceperfectemr.com** and provide the following information:

- **The session(s) you're attending**
- **Your email address**
- **Your cellphone number**

Space is limited so don't wait and reserve your spot today!

# MEET CHERYL,
## DIRECTOR OF CLIENT SERVICES!



When all else fails and you find yourself standing on the brink of technological conundrum, you're likely to receive a call from Cheryl Kones—Practice Perfect's Director of Client Services. Cheryl didn't just become the Director of Client Services through sheer luck. She's spent the past couple decades honing her skills as a support representative and managing the team. But if you ask her how long she's been working for Practice Perfect, she'd say "forever".

"I've been working for Practice Perfect since before it even existed," Cheryl said. In the late 90's, an enterprising young Steve Presement purchased an EMR company called Careware. Along with the software came a couple of

employees. One of these employees was a very friendly and knowledgeable woman named Cheryl.

Cheryl has watched Practice Perfect grow from its humble beginnings to become one of North America's foremost practice management systems. But what keeps Cheryl hanging around?

"I love solving problems," Cheryl said. Oftentimes the issues resolved by our support department require some creative solutions. This kind of out of the box thinking keeps her on her toes. "The job also allows me to travel to different countries and still be able to work." So if you've spoken to Cheryl over the past few years, there's a chance that her call was

coming from the distant reaches of India or Australia.

But when Cheryl isn't knee deep in support tickets, she enjoys spending time with her family, running, and creative writing. More recently Cheryl has taken to writing stories and rhymes for her 4-year-old grandson.

All said, we're so happy that Cheryl has been with us "forever", and if you've ever had the pleasure of speaking to her, you probably are, too.

# TIPS & TRICKS

## TRACKING AUTHORIZATIONS IN PRACTICE PERFECT

Tracking authorizations is one of the most helpful things that any EMR system can do for you. That's because if you book a patient for a treatment, without knowing that their coverage has run out, things can become really awkward for both parties. This is why Practice Perfect provides a few different ways for tracking authorizations. Not least of which is our new and improved treatment plans.

In the 'Incidents' tab, you'll find a tab labelled 'Tx Plan'. When you click it, you'll be taken to a list of the patient's individual authorizations. If a patient is authorized for a certain number of visits or units, you can make note of that here. You can even break down their authorization on a 'Fee Code' by 'Fee Code' basis. Practice Perfect will show you if you are **over** or **under** and by how much on each line.

To learn more about tracking patient authorizations using our new and improved 'Tx Plan' tab, contact support today at **support@practiceperfectemr.com.**
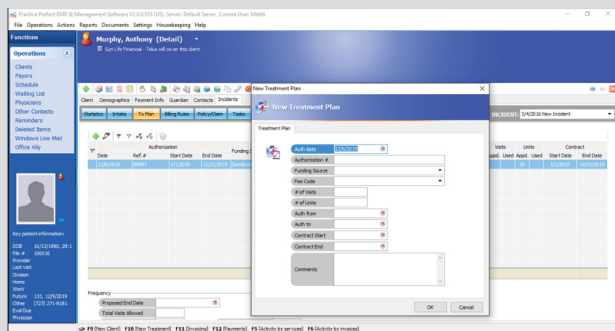


# MIPS REPORTING

## VIA PATIENT 360 IS NOW AVAILABLE!

**Please note that this article is only relevant to American clinics.**

MIPS has been on the lips of therapists for the past few years now. That's because the Centers for Medicare and Medicaid Services (CMS) have been gearing up for the release of the Merit-based Incentive Payment System (MIPS)—a new way of grading and reimbursing Medicare and Medicaid providers for their services. MIPS essentially replaces the Physician Quality Reports System (PQRS) of old. Practice Perfect has partnered with Patient 360—one of America's foremost registries and authorities on MIPS—to help our therapists submit the required data to MIPS.

Sending MIPS data to Medicare through a registry opens up more options as to which measures you can submit and the deadlines to do so. But what is a registry? In short, a registry is a vendor that has been selected by CMS to collect and submit patient data and outcomes to CMS on the clinic's behalf. And why is this important to you? Because if you're a PT or OT clinic that's billing more than $90,000 for Medicare Part B covered professional services or see more than 200 Medicare Part B patients per year, then you'll be required to submit your MIPS measures or face claw backs.

Patient 360 is now directly integrated with Practice Perfect. It provides clinics with a way to easily and seamlessly submit their measures to CMS without the hassle of manually uploading the data. To find out whether your clinic will be required to submit MIPS measures in 2020, contact Patient 360 today:

- **Website: http://www.patient360.com**
- **Email: info@patient360.com • Phone: (800) 537-4473**

# INTRODUCING THE SECURITY "FINGERPRINT"

In an effort to enhance the security of Practice Perfect, our developers have introduced the Security Fingerprint. No, it's not an acutal fingerprint 😊. Each user is assigned a virtual Fingerprint when they login. But what does this mean to the average user?

First of all, this is completely transparent to the user. The Security Fingerprint ensures that if a user's connection happens to be dropped (eg; a poor Internet connection) the workstation has to internally re-authenticate when the server comes online. The upside – much greater security, the downside – you can't just keep using Practice Perfect once the connection is restored, you will need to re-login, an unfortunate side-effect of enhanced security.

Begin taking advantage of the new Security Fingerprint today by upgrading to the latest version of Practice Perfect.

# TESTIMONIAL ★

**Wired Client** *kinetix*
Automated client engagement. PHYSICAL THERAPY

Wired Client continues to help clinics keep in touch with their many patients. We recently caught up with Kinetix Physical Therapy in Gainsville, Florida to see how it's been working for them.

James from Kinetix told us that *"Wired Client has been really useful in improving communications. Features like the automated birthday greetings have been receiving really great response thanks to its personal touch."*

*"It's nice being able to capture these responses from patients,"* James continued. *"We've even been able to reschedule some patients thanks to the two-way communication allowed by Wired Client."*

So not only is Wired Client helping keep in touch with patients and keep your clinic top of mind, it's also having an impact on their bottom line by helping patients keep their appointments, and rebook when they can't.

We're still offering a free two-month trial of Wired Client so contact us today to learn more about how to get started!

## DEVELOPMENT CONTINUES ON THE NEW CLIENT PORTAL

**UPDATE**

We just wanted to provide a very brief update on the new and improved Client Portal. Our developers are still working away, and as a result, its release has been pushed back to early in the New Year.

Your patience is truly appreciated as we put the finishing touches on what we're sure is going to be a game changer for your clinic, and most importantly, your patients.

To inquire about the status of the new patient portal, please don't hesitate to contact us at **support@practiceperfectemr.com.**