



UNDER DEVELOPMENT: KEEPING CALM DURING COVID-19

Normally we reserve our Under Development article for discussing the new and exciting things on which Practice Perfect is working. However, given recent events, we feel that we should use this article to address the COVID-19 situation and how Practice Perfect will help you overcome it.

At the time we're writing this article, governments around the world are urging their citizens to remain at home and limit social contact. Practice Perfect is fortunate to be in a position where our support, development, and accounts teams are capable of performing their duties from their home office. But we understand that for many of you, this is not feasible due to the hands-on nature of your business. No matter the case, please bear in mind that Practice Perfect is here for you. We're all in this together.

In light of COVID-19, a number of clinics have contacted us with questions about how to keep in contact with their patients during the outbreak. They also want to ensure that they'll be able to access their data from home. Additionally, many clinics are moving towards a Telehealth model where they're able to provide treatment and instruction with the aid of virtual communication tools. We're happy to inform you that we can assist with all of these things and more.

Practice Perfect has a few ways for keeping in contact with your clients. You're

able to export a full list of your clients, including their email addresses, into a spreadsheet. This makes it really easy to send mass emails to your clients to notify them on any updates or changes to your services. Please contact our support department for more information on this process.

If you are interested in communicating with your patients through text messaging, the Wired Client is able to help. This fully-automated text messaging system is capable of sending a wide variety of customizable messages to your patients. It has been an indispensable tool for many of our clients during these challenging times. **We're currently offering a free two-month trial of Wired Client so don't hesitate to email matt@practiceperfectemr.com for more information.**

As for remote access, we want you to be able to access your data from outside of the clinic. There are two ways to go about this.

The support department can assist with setting up remote access so that you can access the data stored on your clinic's main computer from the comfort of your home. There is no extra cost for this service.

The second option is to let us host for you. We're able to become your de facto main computer. We store your data,

perform nightly backups, and assist with any recovery efforts, if needed. Unfortunately, there is a cost for this service as we do incur charges for the storage and backups. Our cloud hosting solution is currently being offered at \$70 per month.

Recently we've received a ton of inquiries about Telehealth. Clinics want to know what we're doing to make these virtual visits possible.

Connecting the patient to the therapist is generally handled through a video conferencing application that, may do some linking to your EMR, but is separate from your EMR system. There are several reliable, inexpensive options for this such as Zoom and GotoMeeting. But if you are planning on submitting those charges to an insurance carrier, we advise contacting them for guidance as certain fee codes and video conferencing platforms may be mandated.

All this being said, Practice Perfect will continue to assist in any way possible during these trying times. Like you, we're watching the situation unfold day by day, but we hope to get back to normal soon. Until then, take care and stay safe!

TIA HEALTH VIRTUAL PRESCRIPTION SERVICE

Have you ever had a patient leave your clinic to get a prescription for treatment, orthotics or compression socks only to have them come back to you with a prescription that has an improper diagnosis? Or maybe the patient doesn't come back at all? That's where the **Tia Health Virtual MD Service** steps in.

The **Tia Health Virtual MD Service** is a unique tool that gives your patients Telehealth access to physicians who can provide them with the right diagnosis and prescription, generally right on-the-spot! This means that the treatments, products, and services that your clinic provides will be covered by insurance and removes one key barrier for your patients.

Imagine! No longer do your patients have to go to a walk in clinic or their family doctor to return with a prescription that is unacceptable - or to not return at all. Now your patients can obtain the prescription right in your clinic, or even on their smart phone. What makes this even better is that you can obtain multiple prescriptions for multiple products and

services within one appointment.

Contact us now and find out how to get your Tia appointments for free! * For a limited time only.

The only downside? This service is unfortunately only available in Canada at this time.



MEET ARA, APPLICATION SOLUTION SPECIALIST!

It takes a certain type of person to be a Practice Perfect support representative. Our support representatives need to have a strong technical understanding of how computers work, they need to be attentive to the issues of others, and most importantly, they need to be friendly. Fortunately, Ara has all of these qualities in spades.

This year will be Ara's fourth year as an Application Solution Specialist at Practice Perfect. He spends his days taking calls from clients, responding to their inquiries, and helping them tackle technical challenges both big and small.

Ara brings nearly 20 years of IT

experience to the table. Two things he has always enjoyed about IT is working with computers and helping people. And since Ara gets to do both of these things in this role, he is an amazing fit. But what does he love most about working for Practice Perfect? "The clients! They're really easy going and I enjoy talking to them. At the end of the day, I'm helping them with their problems so that they can get back to helping their patients."

When Ara isn't on his computer, he's likely spending time outdoors. He enjoys playing soccer, tennis, and badminton. He's also a bit of an adventurer—it isn't uncommon for him to go on long hikes or camping trips. Ara is also a bit of a



musician. He and his wife are known to frequent local jam sessions and music festivals. But if it has anything to do with the great outdoors, then Ara is all for it.

So next time you receive a call from Ara, be sure to ask him about his latest adventure! He might even have a cool story to share with you.

TIPS & TRICKS



TOP 5 TRIGGERS IN WIRED CLIENT

The reason why Wired Client is as popular as it is can be boiled down to one key ingredient: automation. Clinics love having the ability to not only customize, but automate a wide variety of their text messages using our built-in triggers. In this article, we're going to give an overview of the top 5 triggers in Wired Client and how they're helping reduce cancellations, no shows, and fall-offs, all while building better relationships with your patients.

1. Prior to the First Visit

There are certain things your patients need to know before they even set foot in your clinic. Perhaps you need them to bring their insurance card. Maybe they need to be wearing loose fitting clothing. Or you may even want them to come early to fill out your intake forms. With this trigger, you can get the conversation going sooner and open up a line of communication.

2. Birthdate

Never forget to wish your patients a happy birthday with our birthdate trigger. Automatically send your patients birthday wishes, or a special birthday voucher, reminding them that they're valued clients.

3. Last No Show/Cancellation

No shows and late cancellations are two of the most common ways for clinics to lose revenue. By automatically sending a text message following a no show or late cancellation, you're helping to discourage that behaviour and ensure that they keep their future appointments.

4. Post-Discharge

Certain patients may need some follow-up even after discharge. You may want to check in on them to see how things are going, get feedback on their course of care, or provide them with helpful tips for not reinjuring themselves.

5. Last Visit Without Rebook

Of all the triggers in Wired Client, the Last Visit Without Rebook tends to provide the biggest bang for your buck! We all know that there are patients who leave the clinic without booking a follow-up appointment. They promise to call you and book, but they never do. The Last Visit Without Rebook trigger allows you to identify these patients, send them a message, and get them back in the clinic for more treatment. The best part about it?

It all happens automatically.

Visit www.thewiredclient.com to learn more about how you can use Wired Client to build better relationships with patients, all while keeping your clinic top of mind.

WEBINAR WEDNESDAYS

WITH HEATHER CROSSKILL

We're proud to announce that Webinar Wednesdays with Heather will continue all throughout 2020! If you and your staff would like to brush up on your knowledge of all things Practice Perfect, don't miss these informative webinars hosted by none other than Practice Perfect's Director of Training and Implementation—Heather Crosskill.

See below for dates and times:

Canadian:

- April 29 – 1:00 pm to 2:00 pm EST – General Setup
- May 27 – 1:00 pm to 2:00 pm EST – Front Desk/Scheduling
- July 15 – 1:00 pm to 2:00 pm EST – EMR/Documentation
- August 26 – 1:00 pm to 2:00 pm EST – Billing

American:

- April 15 – 1:00 pm to 2:00 pm EST – General Setup
- May 13 – 1:00 pm to 2:00 pm EST – Front Desk/Scheduling
- July 15 – 1:00 pm to 2:00 pm EST – EMR/Documentation
- August 26 – 1:00 pm to 2:00 pm EST – Billing

General:

- June 10 – 1:00 pm to 2:00 pm EST
Automated Client Engagement and Paperless Faxing
- July 29 – 1:00 pm to 2:00 pm EST
Building Custom Documents in Practice Perfect
- September 16– 1:00 pm to 2:00 pm EST
An Overview on Reporting

To register for Webinar Wednesdays with Heather, please email michelle@practiceperfectemr.com and provide the following information:

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

Space is limited so don't wait! Reserve your spot today.



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