



SUMMER 2020



2-344 North Rivermede Road, Concord, Ontario L4K 3N2



www.practiceperfectemr.com

UNDER DEVELOPMENT: OUR NEW CLIENT PORTAL IS NOW AVAILABLE!

In Under Development, we talk about some of the new and exciting things we're working on at Practice Perfect. Over the past year, we've been teasing a new feature that has attracted a ton of interest. So without further ado, it's time to raise the curtain on our new, fully customizable, Client Portal.

A Client Portal for Brand New Patients

In previous iterations of our Client Portal, only existing patients were able to schedule appointments, and only with their usual practitioners, for services they were already receiving. But now, patients can book for any service they wish and even new patients are now able to register for treatment at your clinic.

"We want patients to experience the path of least resistance when booking at your clinic," said Steve Presement, President

of Practice Perfect. "This means patients can book when it's convenient for them, reducing the burden on your admin time – and the phones! We view our Client Portal being an amazing tool for attracting new patients to your clinic."

The Client Portal makes it easy for new patients to schedule their initial evaluation. In fact, most clinics incorporate a 'Book Now' button on their website. When clicked, it leads the patient to your Client Portal where they can create a profile and enter their key contact, referral and insurance information. They can even consent to your various terms and conditions.

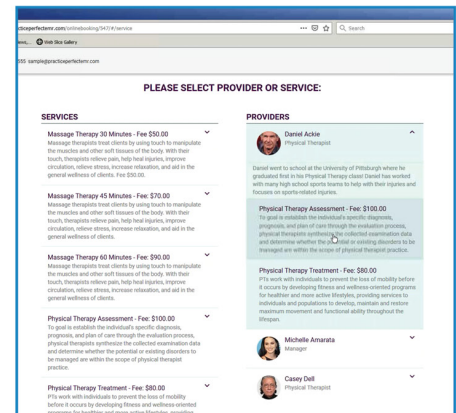
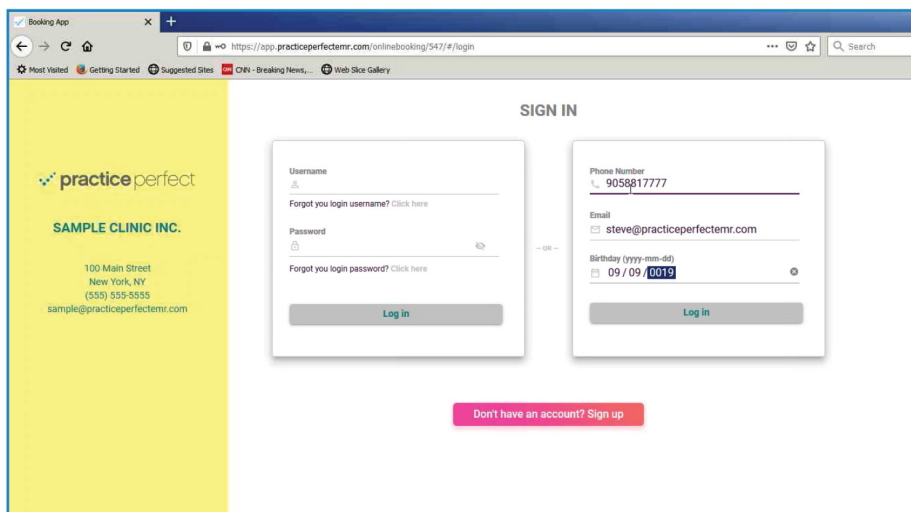
When it comes to scheduling their appointment, new patients have the ability to choose from your list of available services, read the description, and view pricing. If they prefer to book by provider,

they can see your list of available providers, see their picture, read their biography, and choose from the services offered.

All of this information, including their newly-minted Client Profile, is sent directly to Practice Perfect, so there's no double-entry.

A Client Portal for Existing Patients

The Client Portal provides existing patients with a few ways to engage with your clinic, too. After creating a login, clients are able to view past and upcoming appointments. They can also schedule new appointments at any time.



A Client Portal that's Uniquely Yours

The Client Portal is completely customizable. The colour schemes and logo can all be hand-picked by you to match your clinic's branding.

Continued on next page 



Many clinics using Wired Client include a link to the Client Portal in their fall off, no-show, and cancellation messages. The messages are sent automatically, and make it very easy for the patient to schedule a follow-up appointment.

In addition, you get to choose which therapists appear in the Client Portal. Upload a picture and write a brief biography so that the patients can learn more about them. As for the services, you can include a description along with pricing info, if you desire.

Last but not least, clients are typically required to agree to your terms and conditions before attending your clinic. You can actually include these terms and conditions in the client portal and, while new patients register, they will be asked to confirm their understanding and agreement before they are able to create a profile and schedule appointments.

There is still a lot more to come. In the coming months, we'll be giving clinics more control over what patients can and cannot do in the Client Portal (i.e. cancelling appointments, updating contact information, etc.) and defining more specific rules for when appointments can occur. On top of that, we'll be adding a billing component where patients will be able to pay their bills online.

So if you want to enhance the way you engage your patients, contact the Support Department today to get a hold of the new Client Portal – there is no additional cost for this feature, at present.

WEBINAR WEDNESDAYS WITH HEATHER!

Whether you're new to Practice Perfect, or you've been with us for years and are due for a refresher, Webinar Wednesdays with Heather Crosskill are a fantastic way to bring yourself up to speed. That's because the webinars are essentially full training sessions like the ones offered to brand new clients. In them, Heather provides detailed instructions on a variety of topics, ranging from EMR and documentation to billing and reporting. And one thing is for certain: you will walk away from them knowing more about Practice Perfect.

TIP: VIEW PAST WEBINAR WEDNESDAY'S BY HEADING TO WWW.PRACTICEPERFECTEMR.COM/LEARNINGCENTER

See below for upcoming webinars:

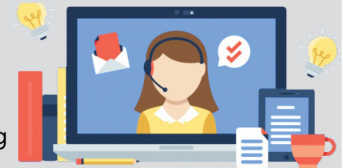
Aug. 12, 2020 • 1:00 pm to 2:00 pm EST • Billing (USA)

Aug. 26, 2020 • 1:00 pm to 2:00 pm EST • Billing (CAN)

Sept. 9, 2020 • 1:00 pm to 2:00 pm EST • Reporting (CAN & US)

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 miss out! Reserve your spot today.

MEET JEFF L, SENIOR PROGRAMMER AT PRACTICE PERFECT!

Practice Perfect is a constantly evolving application. The fact that there have been over 500 versions of Practice Perfect is a true testament to that. But when a client reports a bug, requests a report, or a change to the software, it's our developers' responsibility to implement it. This is where Jeff comes in.

Jeff has been working with Practice Perfect for the past 14 years. Prior to that, he worked alongside William, our Chief Application Developer, at a spa management software company. During their time there, Jeff and William become fast friends. They were even carpool buddies at one point!

But what does Jeff love most about working with Practice Perfect? "I studied engineering and I've always enjoyed working with data," said Jeff. Oftentimes, Jeff will work with clients to design reports. There are some very interesting metrics which they're able to extract from Practice Perfect. And in turn, these reports provide clinics with important insights into how their business is doing.

When Jeff isn't building reports or assisting with data transfers, he really enjoys spending time outdoors with his family. Whether they're hiking, biking, or fishing at one of our many freshwater lakes, Jeff and his family know how to



make the most of the summer. He also enjoys reading books and cooking—and fortunately these hobbies can still be enjoyed during the colder months.

All said, Jeff is a key part of the Practice Perfect team. So the next time you submit a development request, know that it may end up on Jeff's agenda!

REOPENING SAFELY



HOW CLINICS ARE USING OUR COMMUNICATION TOOLS TO ENSURE EVERYONE'S SAFETY

We're several months into the pandemic, and now that many jurisdictions are either lifting or easing their restrictions, it's becoming the businesses' responsibility to ensure the safety of their clients. Whether that's limiting the amount of people in the facility, enforcing social distancing, or requiring masks, safety has become the focal point for many. But the question remains: how do we communicate this information to patients?

Modifying Appointment Reminders

Whether you're sending appointment reminders by email, text, or picking up the phone and calling, it's a good idea to mention your clinic's COVID 19 policies.

Practice Perfect's built-in email appointment notifications allow you to customize the header and the footer using your own messaging. You may edit them to include some information about the procedure when the patient arrives at the clinic, or you can include a link to a webpage containing more details.

Texting Patients Upon Arrival

Since the start of the pandemic, we've seen clinics find some pretty creative uses for Wired Client. For one, they're adding more information, including links to webpages, to their appointment reminders.

They're also using Wired Client to limit the amount of foot traffic in the clinic. Patients are instructed to wait in their car and send the front desk a text when they arrive at the clinic. The admin can then text the patient when the coast is clear and they're ready for them to come in.

COVID-19 Screening Forms

Depending on your jurisdiction, patients may be required to complete a COVID-19 self-assessment screening before entering the clinic. Some have chosen to use an online form this.

We provide you with a link to a form containing a standardized COVID-19 screening. Patients receive the link in either an email or text message appointment reminder, click it, and complete it prior to entering the clinic. Once complete, the form is sent to an email address of your choice.

But these are just a few tips for how Practice Perfect is helping clinics communicate with their patients more effectively, and create a safer environment for reopening. Please be sure to consult your local healthcare authorities for more guidance on how you can reopen your clinic safely.

COMING SOON!



A PATIENT SELF CHECK-IN APP FOR IOS AND ANDROID

Practice Perfect is cooking up a game changing app for your clinic. It's our Patient Self Check-In app for iOS and Android. In fact, our iOS version is ready to go and the Android version will be ready by the end of August.

Imagine that there's an iPad waiting near your front desk. It's open to the Patient Self Check-In App. When the patient arrives, they can check themselves in by entering the first letter of their name, and the first two letters of their last name. They'll then be asked to sign their name and confirm their check in. And when they do, their appointment status in Practice Perfect automatically changes from 'Pending' to 'Arrived', and the therapist knows that their patient is in the clinic and ready for their treatment. Their signatures are stored for retrieval in case there is ever any question about their attendance and, best of all, the patient can do all of this entirely on their own without having to speak with someone!

As in-person treatment continues to evolve, clinics are on the lookout for ways to reduce contact — and allowing them to check themselves in will play a big part in that. Please contact our support department for implementation and pricing information.

PRACTICE PERFECT UNIVERSITY



TAKE LEARNING INTO YOUR OWN HANDS!

Have you attended class at Practice Perfect University? Check out our library of tutorial videos featuring expert instruction. They cover a wide range of topics from appointment scheduling to billing. And best of all: there's no tuition!

Head over to www.practiceperfectemr.com/learningcenter or click 'Tutorials' on our homepage to visit Practice Perfect University.

Hint: Our most recent series of tutorial videos covers our new Client Portal discussed in Under Development!

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- Our NEW Client Portal is Now Available!
- Webinar Wednesdays with Heather
- Meet Jeff L! Application Solution Specialist
- Reopening Safely: How Clinics Are Using Communication to Ensure Everyone's Safety
- Coming Soon: A Patient Self Check-In App for iOS and Android
- Practice Perfect University



FOLLOW US ON **SOCIAL MEDIA!**

If you aren't already, be sure to follow Practice Perfect and Wired Client on social media for news, updates, and the latest happenings at our company. Here are links to each of our channels below:

Practice Perfect's Facebook Page:
www.facebook.com/practicperfectemr/

Practice Perfect's Instagram:
www.instagram.com/practicperfectemr

Practice Perfect's Twitter:
www.twitter.com/PracticePerfEMR

Practice Perfect's LinkedIn:
www.linkedin.com/company/1431188/

Wired Client's Facebook Page:
www.facebook.com/WiredClient/

Wired Client's LinkedIn:
www.linkedin.com/showcase/wired-client/