



UNDER DEVELOPMENT: IMPROVING THE CLIENT PORTAL, A CLEARING- HOUSE PARTNERSHIP, AND PRACTICE PERFECT 3.0

What has Practice Perfect been working on these past few months? Along with a long-list of smaller application modifications including new report options, several new fields and functions, there are three key development streams underway this Fall, as follows:

Client Portal

Our new client portal, enabling both new and existing patients to book their own appointments and register themselves directly into Practice Perfect, has been well-received. However, for those patients with multiple active incidents and for those clinics with multiple locations, enhancements are on the way. Patients will be able to not only select under which Incident they wish to book, but which clinic location they wish to attend. The ability for patients to examine and pay their account balances is also on the horizon.

Clearinghouse Integration

For our American-based clinics, we are pleased to announce that we have entered into an agreement with Waystar (formerly known as Zirmed), a Revenue Cycle Management Clearinghouse organization, to facilitate the streamlined submission of claims and processing of remittances without

having to manually upload and download EDI files. This will also ultimately include the ability to obtain pre-authorizations. Development on this direct integration is underway and more information will be forthcoming later this Fall, including clearinghouse pricing and options.

Practice Perfect EMR 3.0.

Some big news! Work is wrapping up on Practice Perfect 3.0, our next-generation release! While the appearance and overall workflow will remain mainly the same, the engine behind the database has been completely replaced. What does this mean? We will now be able to leverage computers with multiple processors that

will provide us with greatly enhanced speed and true 64-bit processing. What else? Special characters in clinical documentation, such as the International Phonetic Alphabet, will be available and this opens the door for Practice Perfect to be usable in any language. There are many other 'under the hood' improvements, as well, but this provides us with a strong platform upon which to move forward for years to come.

As you well know, Practice Perfect is under constant development, and we have more exciting features on the horizon. So be sure to stay tuned for further updates!



RECEIVE NOTIFICATIONS FROM PRACTICE PERFECT VIA TEXT MESSAGES!

Want to stay up-to-date with the latest happenings at Practice Perfect? Register for our text message notifications to never miss an important update again!

If you're a Canadian clinic, please text the name of your clinic to (844) 912-2921 to register.

If you're an American clinic, please text the name of your clinic to (844) 924-2204 to register.

*Please note that you can unsubscribe at any time.

PRACTICE PERFECT PARTNERS WITH WAYSTAR TO SIMPLIFY THE CLEARING- HOUSE CLAIM SUBMISSION PROCESS

American clinics are very familiar with clearinghouses and the role they play in facilitating claims—but submitting your claims through Practice Perfect is about to get a lot easier thanks to our partnership with Waystar (formerly Zirmed).

With more than 20 years in the industry, Waystar is one of America's premier clearinghouses. They specialize in revenue cycle management, and help clinics avoid rejections and denials, automate claim status checks, streamline appeals and more.

How does Waystar do it? They're powered by healthcare's largest unified clearinghouse. This enables them to provide you with the data and the tools you need to bring in more revenue—at a lower cost and in less time. For instance, they can help limit manual follow up by automatically notifying you when claims are ready to be worked.

One of Waystar's main draws is their comprehensive Denial

Management Flow. You can easily track and appeal denials—and, most importantly, prevent them from happening in the first place.

From eligibility to claim management, Waystar has got you covered. Best of all, you'll be able to upload claims and download remittances seamlessly without having to send and receive files from within Practice Perfect using our forthcoming integration.

To learn more,
visit www.waystar.com
or call 844-6WAYSTAR
(844-692-9782) today
or contact our support
department.



MEET ELLE, APPLICATION SOLUTION SPECIALIST

What makes a great Application Solution Specialist? To some, it may be their technical prowess. To others, it might be their empathic nature. But the best Application Solution Specialists of all are able to marry the two—and these are qualities that Elle demonstrates on a daily basis.

Elle has been working with Practice Perfect for more than three years. As part of the Support Team, her role is to follow up on support requests and provide clients with any help they need. She assists with training new team members, as well. But what does Elle love most about her job? “Helping people,” she replied, without

missing a beat.

As a matter of fact, Elle has been helping people her entire career. While she studied to be an elementary school teacher, Elle eventually found herself in software training. Prior to Practice Perfect, she worked for a medical software company that specialized in proprietary imaging software for radiologists thus enabling her to travel around the world and train clients on its use.

When Elle isn't helping clinics sort out their software issues, she enjoys spending time with friends and family. A close friend of hers visits from time to time and they



garden together from a distance—which ties in with another hobby of hers—cooking. Elle loves to prepare enormous salads with all kinds of ingredients like goat cheese, feta, honeyed walnuts, and something fresh from her garden.

So next time you get a call from Elle, be sure to ask her what she's growing. But try to avoid that question between the months of November and March, in which case she'll be patiently waiting for the spring thaw with the rest of us.

A MESSAGE FROM THE PRESIDENT:



COVID UPDATE

Now that we are riding the crests and waves of Covid, and the initial shock and closures have come to an end, I'd like to share some industry-related observations. First of all, kudos to all of our clients who made it through some pretty bleak times, hopefully coming out only bruised, not broken.

We have only seen a small number of casualties as very few of our clinics have closed their doors for good. These clinics represent less than 1% of our client-base, which is truly unfortunate, but could certainly have been far worse.

The majority of clinics that we have spoken with are now seeing 80-90% of their pre-Covid volumes, which is fantastic. We see the same in the amount of appointment reminder texts and faxes being processed through Practice Perfect. Approximately 70% of our clinics that signed up for Telehealth have stuck with it as an option for their patients.

Usage of The Wired Client for communicating with clients via text and the use of our integrated forms has increased dramatically as clinics find ways to deal with new distancing rules.

The upcoming Winter will provide challenges as case counts increase and we all move back indoors. However, it appears we are learning to live under the shadow of Covid without running from it. As a result, I do believe that we've seen the worst and we're all better-prepared for what may lie ahead. Everyone please stay safe and thanks again for your continued support!

check their email, so how do you reach them? It'd be great if you could click a button and send a text message to all of them. Guess what? You can with The Wired Client!

Bad Weather and Unplanned Closures

Whether it's a snowstorm or a hurricane, sometimes Mother Nature gets in the way of you seeing your clients. If you need to close the clinic for the day and have all of your patients reschedule, you can quickly send a text message to everyone affected with The Wired Client.

HINT: You can include a link to Practice Perfect's Client Self-Booking app in your text messages so that patients can reschedule themselves - on their own!

Sick Days

It's Sunday night and you receive a text message from one of your therapists. They've come down with a cold and won't be able to see patients tomorrow. So what do you do? With The Wired Client you send a text Broadcast!

When sending a Broadcast, you're able to choose the 'Next Appointment Staff Name'. This ensures that the message is delivered to all of the clients with whom this therapist is scheduled and for only a specified appointment date range.

Sending Surveys

Last but not least, you can use the Broadcast feature for sending surveys to your patients. Let's say you'd like to get feedback from all of the clients you've seen in the past month—or encourage them to leave a positive review online. Instead of using the 'Next Appointment Date Range', you may use the 'Last Appointment Date Range' to send a message to everyone seen within the last little while.

Getting in touch with all of your clients doesn't have to be a hassle. Visit www.thewiredclient.com today to learn more about how to grow your revenue with automated text messages.

TIPS & TRICKS



SENDING TEXT MESSAGE BROADCASTS WITH THE WIRED CLIENT

Sometimes you need to send a message to all of your patients urgently. You don't have time to pick up a phone and call them one by one, and you can't be certain that they're going to

A POTENTIAL PRACTICE PERFECT BILLING SERVICE



Over the years, we've had many clients ask us if we've ever considered offering a billing service. Being that Practice Perfect has the potential to manage claims submissions from end- to-end, clients want to know if we'd be willing to take these billing tasks off of their plate. This would be a paid service.

That being said, we just wanted to put out a feeler to see if this is something worth exploring further.

If you'd be interested in having Practice Perfect act as your billing service, please send a text to (844) 924-2204 and let us know! If we receive enough interest, there will be more information to follow. Please include your clinic name and any comments/questions and we will follow up with you.