



WINTER 2021



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www.practiceperfectemr.com

## UNDER DEVELOPMENT:

OUR BIGGEST UPDATE YET: PRACTICE PERFECT 3.0 HAS ARRIVED!

Introducing a new Practice Perfect for a New Year! Our most highly-anticipated update is now ready for release. Practice Perfect 3.0 ushers in a host of improvements to the application that you know and love.

The processing power of the average computer has advanced so much since Practice Perfect was initially released. Practice Perfect 3.0 aims to leverage this processing power by bringing you a smoother, faster user experience. And on top of that, we've incorporated a refreshing new look. Just check out the screenshot below:

### The 3.0 Update Process

Installing Practice Perfect 3.0 won't be quite as straightforward as your typical update. With all the changes we've made under the hood, it's necessary for a member of our support team to actually run the update process.

Additionally, the installation will take a bit longer than your average update, so it's best to schedule it when not seeing patients (i.e. before or after the clinic opens). It isn't labour intensive, but depending on the size of your database, it can take upwards of an hour. So be sure to contact the support department to begin

coordinating you upgrade to Practice Perfect 3.0. Please note that the updates will be scheduled based on priority sequence.

### Tia Health: A New Partnership (Canada only)

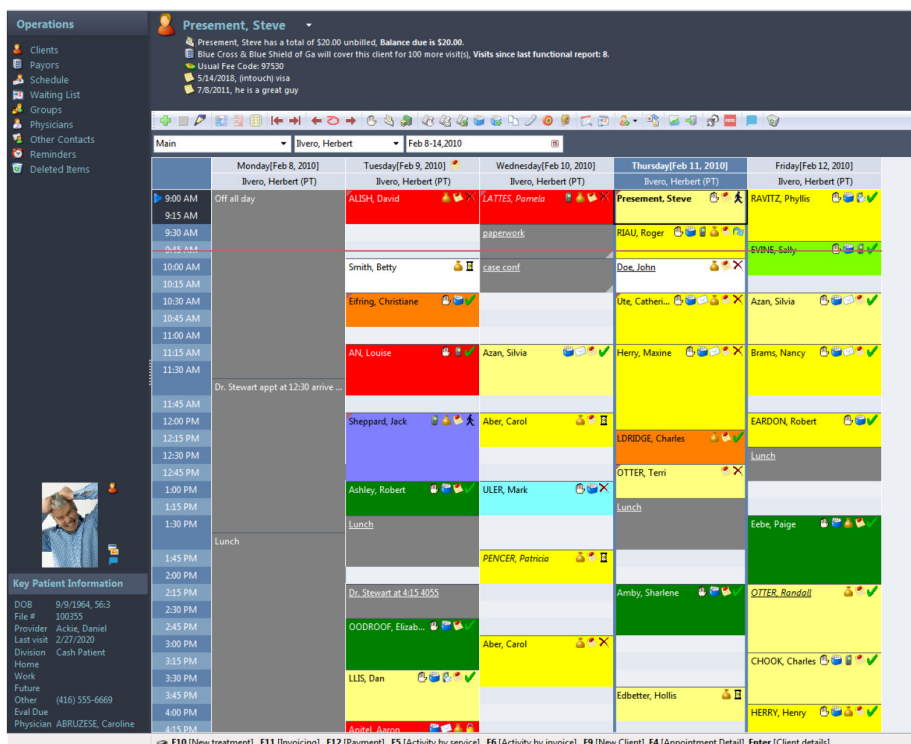
Across Canada, clinics face challenges in providing treatment for patients who don't have a prescription. Whether it's for physical therapy treatment, orthotics, massage, or another kind of outpatient rehabilitation, patients may need a prescription from their physician before they can receive treatment from you, which they may never obtain, especially in these days of Covid. This represents revenue literally walking out of your door and is why we've partnered with Tia Health—an online platform which helps patients schedule virtual visits with physicians to receive prescriptions for paramedical services, perhaps even during their visit to your clinic.

"Tia Health has the potential to transform clinics," said Steve Presement, President of Practice Perfect. "Not only by removing a barrier to timely treatment, which benefits the patient, but also by providing revenue and a reputational bump for the clinic. It's a huge value add."

So stop turning patients away and start connecting them with the healthcare they need by using Tia Health.

To learn more, visit: <https://practiceperfectemr.com/addons/tiahealth/>

But that's all for now! Read within to learn more about some of the other exciting things happening at Practice Perfect.



# WEBINAR WEDNESDAYS WITH HEATHER ARE BACK!



Are you making the most of Practice Perfect? Are there features that you want to start using, but have had to put them on the back burner for one reason or another? Webinar Wednesdays with Heather are the perfect way to get started.

In Heather's webinars, she provides viewers with a thorough walkthrough of different aspects of Practice Perfect. In fact, they're the same type of tutorials received by brand new clients, making them a must-attend event for any new staff members at your facility.

Please see below for upcoming dates and times:

## Canadian Sessions:

- **Wednesday, February 3rd @ 1:00pm EST**  
Front Desk and Scheduling Tutorial
- **Wednesday, February 17th @ 1:00pm EST**  
Intro to Integrated Faxing & Automated Text Messaging
- **Wednesday, February 24th @ 1:00pm EST**  
Basic EMR and Clinical Documentation
- **Wednesday, March 3rd @ 1:00pm EST**  
Intro to Building Customized Documents in Practice Perfect
- **Wednesday, March 10th @ 1:00pm EST**  
Intro to Billing

- **Wednesday, March 31st @ 1:00pm EST**  
MVA Ontario HCAI MIG Billing & OCF 18/23 Submissions

## American Sessions:

- **Wednesday, January 27th @ 1:00pm EST**  
Intro to Practice Perfect and Initial Setup
- **Wednesday, February 10th @ 1:00pm EST**  
Front Desk and Scheduling Tutorial
- **Wednesday, February 17th @ 1:00pm EST**  
Intro to Integrated Faxing and Automated Text Messaging
- **Wednesday, February 24th @ 1:00pm EST**  
Basic EMR and Clinical Documentation
- **Wednesday, March 3rd @ 1:00pm EST**  
Intro to Building Customized Documents in Practice Perfect
- **Wednesday, March 24th @ 1:00pm EST**  
Intro to Billing

Space is limited so be sure to email [michelle@practiceperfectemr.com](mailto:michelle@practiceperfectemr.com) to reserve your spot today!

## AN UPDATE ON THE WAYSTAR CLEARINGHOUSE INTEGRATION

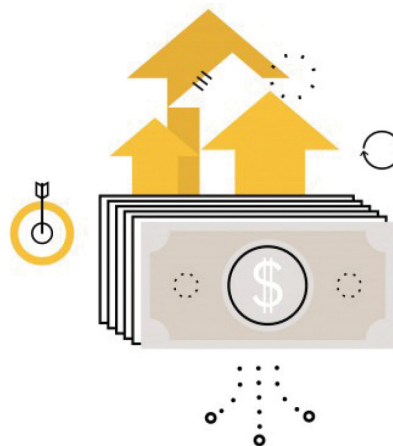
Practice Perfect is continuing to make progress on our integration with the Waystar clearinghouse--one of America's leading revenue cycle management systems. In fact, we're anticipating its completion by the end of February.

Once the integration is complete, clinics will be able to submit claims to Waystar directly from within Practice Perfect without having to upload and download files. But this is just the first step in the integration. Depending on the adoption rate and the needs of our clinics, we can delve deeper into Waystar and begin offering more facets to the integration such as automated

submissions, eligibility checks, and more.

Many clinics have reached out to Waystar to begin the conversation about their rates and services. Enjoy the perks of Waystar's reporting and processing prior to the completion of the integration, and get the ball rolling! To speak with them directly and learn more about their full-featured revenue cycle management system, please contact them at:

[www.waystar.com](http://www.waystar.com)  
844-6WAYSTAR (844-692-9782)



# NET PROMOTER SCORE SURVEYS!

## NEW TO WIRED CLIENT!

Surveys are one of the best ways to get candid feedback from your clients about your clinic. They can even provide you with a Net Promoter Score--a clear way to get an indication of how likely clients are to recommend your business to friends and family.

In Net Promoter Score surveys, you ask the client to rate your facility on a scale of 1 to 10. The response you receive from them indicates their likelihood of referring your business to their circle. But Wired Client does more than just capture their reply.

Depending on the reply you receive from the client, you can send them a different automatic response. For example, if someone replies with a 10, you know they had an awesome experience at your clinic. It makes sense to send them an auto reply which includes a link to your Google Review page, so they can post a few kind words about you online. Meanwhile, if someone replies with a 6, you may still want to get their feedback--but you don't necessarily want them to post it online. So instead, your auto reply might thank them for the response, and ask them for further comment.

Best of all, you can visualize your clients' feedback in the 'Overview'. All of the responses received from clients are recorded here. This includes the number of surveys sent versus responses received, the amount of replies for each number, and your average score (i.e. Net Promoter Score).

To learn more about how to begin sending surveys through Wired Client and improve your Net Promoter Score, email [matt@practiceperfectemr.com](mailto:matt@practiceperfectemr.com) today!



# INSIG:

## A SECURE TELETHERAPY PLATFORM INTEGRATED WITH YOUR EMR

When in person visits aren't an option, clinics are turning to technology to connect with their patients. There are a variety of video conferencing services out there, but choosing the one that's right for your clinic isn't easy. This is why we've partnered with Insig.

Insig is a health-centric PIPEDA and HIPAA secure video conferencing platform that enables clinicians to connect with their patients--and it's integrated with Practice Perfect. Once an appointment is entered into your schedule, you can send it to Insig with the click of a button. Upon doing so, both the patient and the clinician are notified of the appointment, and provided with a link to join. They need only click the link to launch the meeting and connect with their therapist. The clinician can even launch the session directly from within Practice Perfect!

Implementing a teletherapy component of your practice can be a challenge--but Practice Perfect aims to make this simpler for you by integrating with Insig and removing the need for double-entry and potential error. To learn more about how it works, visit <https://practiceperfectemr.com/addons/Telehealth/> to see Insig in action.



## LEAVE A GOOGLE REVIEW AND ENTER FOR A CHANCE TO WIN A \$200 AMAZON GIFTCARD!



As clinic owners, you know that the grind for Google Reviews is real. People see your Google Reviews before they see you, and they use that to make a decision about where to go. Well, it's not that different for us at Practice Perfect either--which is why we're asking for your help.

Take a moment to leave a Google Review for Practice Perfect and your clinic will be entered into a draw for a chance to win a \$200 Amazon Gift Card to be held on March 1st, 2021. After completing your review, please email [mary@practiceperfectemr.com](mailto:mary@practiceperfectemr.com) to confirm your entry in the draw.

To leave a review, please visit:  
<https://bit.ly/emrreview>