



UNDER DEVELOPMENT:

AN UPDATE ON PRACTICE PERFECT 3.0 AND PLANS FOR THE CLIENT PORTAL

Spring has arrived at last. It hasn't been a typical winter by any stretch of the imagination, but we're beginning to see a light at the end of the tunnel. Let's talk about some of the things Practice Perfect has in store for the season.

A Note About 3.0

In our last newsletter, we announced the release of Practice Perfect 3.0 and we received a flood of interest—but the rollout of the update has proven to be a bit more challenging than we first anticipated.

During this particular upgrade, your entire Practice Perfect database is basically re-configured to a new, more modern database format. While automated, this is a very time-consuming process creating the need for some clinics to book these upgrades in the evening and after hours, thus extending the entire rollout process.

But as of writing this, Practice Perfect 3.0.0.575 is now our official release, and updates are continuing as planned. If you're ready to make the switch to 3.0, don't hesitate to contact **support@practiceperfectemr.com** today and schedule your upgrade today.

Enhancing the Client Portal

The Client Portal is about to get a substantial update. In the case of multi-site clinics, clients will be able to choose the location at which they wish to be seen. Additionally, they'll be able to choose the Incident under which they're booking.

Clinics will also have more control over when patients are able to schedule themselves. For example, if you only want your clients to be able to schedule appointments at the top of the hour, or every 15 minutes, or every 30 minutes, you'll be able to adjust the settings

accordingly based on the specific service. And many more customizable options are on the way to accommodate other, more specific, client self-scheduling needs.

Coming Soon: Online Payments

Now more than ever, clinics want to provide their clients with more ways to pay online and without contact. Later this year, we'll be working together with Global Payments Integrated to develop a way for you to post patient statements online, and collect payments digitally. More information on this will follow so be sure to stay tuned!





WAYSTAR + PRACTICE PERFECT: POWERING THE REVENUE CYCLE OF TOMORROW

We're excited to announce our new integration with Waystar's industry-leading revenue cycle management platform. With this partnership, we join Waystar on their journey to simplify and unify healthcare payments—and help providers take on their biggest financial and administrative challenges.

This new partnership gives all Practice Perfect clients access to intuitive, AI-powered tools that can help you increase productivity and redirect more resources to what's most important—your patients and your community. Built around their Best in KLAS clearinghouse and claims engine, Waystar's cloud-based platform removes friction in payment processes, automates

key claim and remittance workflows, and helps accelerate cash flow.

Upon release, clinics will be able to submit claims directly to Waystar from within Practice Perfect - a feature that will save them countless hours. In the following months, users will be able to download their EOBs from Waystar from within Practice Perfect, too.

See what your practice could accomplish with Waystar's award-winning technology behind you.

go to <https://practiceperfectemr.com/addons/waystar/> to learn more.



MEET MARY, CLIENT OUTREACH SPECIALIST!

Obtaining feedback from your clients and keeping them informed about what you're working is good practice. Sometimes you're lucky enough to have a person on your team who specializes in this. For Practice Perfect, this person is Mary Anthony—our Client Outreach Specialist.

Mary's role at Practice Perfect involves reaching out to all of our clinics and scheduling a time to speak with them. During her calls, she collects various feedback and suggestions and relays them to the management team. She also educates our clients about new products and services we're offering, as well as upcoming changes to the software. Mary brings more than 10 years of experience working in IT to the table.

Her first job in the field was at Hewlett Packard. Her role involved reaching out to clients following software installation and seeing how things are going—which sounds vaguely familiar! But it was a real grind at HP. "I was going to school during the day and working the graveyard shift at HP so it took a lot out of me," said Mary.

These days Mary enjoys a more sleep friendly schedule. "I love hearing all of the positive feedback from our clients and how Practice Perfect helps them in their day to day." And when a client has questions or needs a hand with something more specific, Mary is able to put them in touch with someone who can offer a solution.



But when Mary isn't chatting it up with our clients, she's likely to be enjoying the great outdoors. Whether it's hiking, camping, or canoeing, she loves to be outside. And during the winter months when weather doesn't permit outdoor adventures, you'll find her curled up on a couch watching some of her favourite shows—one of which happens to be Friends. We asked her if she's a Monica, Rachel or Phoebe, and she confided in us that she's definitely a Monica.

We're glad to have Mary on our team and you can look forward to receiving a call from her in the near future!

REMOTE ACCESS:



HOW ARE YOU LOGGING IN TO PRACTICE PERFECT OUTSIDE OF YOUR CLINIC?

Do you need to be able to check your schedule on the go? Or do you want to do some billing from the comfort of your home office or check your financials? There are a variety of ways that you can access Practice Perfect from outside of the clinic, and in this article we're going to explore how.

Remote Access on a Desktop or Laptop

Many users enjoy the full features of Practice Perfect on their home computer thanks to our remote access capabilities. You're actually able to download and install Practice Perfect on your Windows-based home computer or Mac computer with a Windows emulator installed and have full access to absolutely every function and report that you do at the clinic. Whatever you do in the clinic, you can do from home – and it just takes a call to our support department to set this up.

The Practice Perfect Web App

When installing a workstation on your device isn't an option, you can still access the Practice Perfect Web App. The Web App allows you to login to Practice Perfect on any internet-enabled device using the same login credentials that you would use on a workstation. That means you can login to Practice Perfect on an iPad, tablet, smartphone, Chromebook, or even a Mac.

Currently the Web App offers most of the demographic, scheduling and clinical documentation features of Practice Perfect. So if a therapist needs to view or modify their schedule, they can do so in the Web App. Or if they want to wait until they get home to put the finishing touches on their clinical notes, they can do that, too.

The ultimate goal is to offer all of the same features on the Web App as we do on a locally-installed workstation. We will continue to keep you updated as we add new features to the web app each month.

If you need a hand setting up remote access, or would like to take advantage of the Practice Perfect Web App, contact the support department at support@practiceperfectemr.com today! And the best part, there is no additional cost to use any of our remote access features.

HEATHER'S HOW-TO SERIES



IS COMING TO INSTAGRAM!

In Heather's Webinar Wednesday series, she provides viewers with thorough walkthroughs of Practice Perfect's core features; billing, scheduling, clinical documentation, and reporting. But what if you don't need to watch the whole hour-long session, and you just have a quick question you need answered?

Starting this summer, Heather will be answering your questions on Heather's How-to's. Every week, Heather will upload a short video to Instagram where she answers some of the most frequently asked questions about Practice Perfect. So whether you're creating a new fee code, or have been thinking about trying to run a new report, Heather can show you how. [Direct message \(DM\) your questions to @practiceperfectemr on Instagram today!](#)



Enter for a Chance to Win a \$100 Amazon Gift Card

Want to win a \$100 Amazon Gift Card? We're hosting a raffle, and each of the following provides you one entry into the draw:

- Follow us on Instagram @practiceperfectemr
- Like a post
- Tag a friend
- Share a post on your story
- DM us a question/suggestion for a video topic on Instagram

Want to increase your odds of winning? [There's no limit to how many entries you can have.](#) The draw will be taking place on **August 31, 2021** so be sure to stay tuned to find out if you're the lucky winner!

SUPPORT SURVEYS:

WE WANT YOUR FEEDBACK!

Every time you submit a ticket to support, you receive a feedback survey upon completion. In the survey, we ask one simple question:

How would you rate the support you received?

This feedback is incredibly important to us, because it helps us recognize the folks that are doing an amazing job, as well as highlighting areas in which we can do better.

So the next time you submit a ticket, we'd appreciate it if you took a moment to tell us how we did!

Follow us on Social Media

Are you following us on social media? You should be! Check out the links bellow and follow Practice Perfect EMR to stay up-to-date on your clinic's favourite software:

Facebook: facebook.com/practiceperfectemr

Instagram: [@practiceperfectemr](https://www.instagram.com/practiceperfectemr)

Twitter: [@PracticePerfEMR](https://twitter.com/PracticePerfEMR)

LinkedIn: [Practice Perfect EMR + Management](https://www.linkedin.com/company/practice-perfect-emr-management)