



UNDER DEVELOPMENT:

ADDED SECURITY FEATURES, ACCESSIBILITY, AND A NOTE ABOUT SUPPORT

In Under Development, we provide our clients with a glimpse of what we've been working on and some of the exciting things we have in our pipeline. In our latest edition, we'll be discussing some new security features coming to Practice Perfect, ways that you can enhance accessibility, and providing an update on the support department.

New Security Features

Ensuring the security of your clients' healthcare information is always top priority. This is why Practice Perfect offers you a variety of ways to protect your data. Whether it's restricting access to certain areas of Practice Perfect, or hosting your data in SOC2-certified facilities, we want to help you safeguard your data.



In keeping with this theme, we're adding optional 2-factor authentication (2FA) to Practice Perfect in the coming months. 2FA adds an extra layer of protection beyond a username and password by asking the client to enter an additional code which is sent to their email or personal phone when logging in.

We're also adding a number of security reports to Practice Perfect in our next

update. They will allow users to perform a security audit and see when users accessed your data and what they added, viewed, modified, printed or faxed.

Enhancing Accessibility

We're continuing our push to improve the accessibility of Practice Perfect across the board. From the client facing applications like the client portal, Wired Client, and the patient self-check-in app for iOS and Android, to remote access and the web app, our aim is to empower both clients and staff to interact with Practice Perfect no matter where they find themselves.

If you're interested in enhancing the accessibility of Practice Perfect for your clinic, contact us today at support@practiceperfectemr.com to speak with one of our representatives.

A Note on Support

We'd also like to take a moment to acknowledge our recent less than stellar response times from our support department due to some abrupt, Covid-related staffing changes. At Practice Perfect we strive to provide our

clients with the best possible customer service experience, and we'll be the first to admit when we've fallen short of that goal.

To address this, we've hired a handful of awesome new support representatives over the summer. They've spent the past couple months learning the ins and outs of Practice Perfect and are now coming online to help clinics with their software needs.

So on that note, we'd like to thank each and every one of our valued clients for your continued trust in Practice Perfect to help you efficiently manage your healthcare facility. We literally couldn't do this without your support, and for that, we're eternally grateful.



WEBINAR:

LEARN HOW TO SIMPLIFY AND UNIFY HEALTHCARE PAYMENTS WITH WAYSTAR



Practice Perfect has partnered with Waystar to provide clinics with an efficient way to submit claims to their patients' insurance carriers. Waystar's cloud-based technology removes friction in payment processes, streamlines workflows and improves financials for providers in every care setting.

In this webinar, discover how Waystar and Practice Perfect create a seamless exchange of both claims and remittance information. Together, our innovative technologies can empower your team to be more productive, collect more revenue, and transform how you manage healthcare payments.

LEARNING OBJECTIVES:

1. Learn about our product integrations with Practice Perfect, including claims and remittances.
2. Explore Waystar's robust platform with solutions that span the entire revenue cycle.
3. Discover how our powerful tech can help you work smarter, not harder, when it comes to Revenue Cycle Management.

WHEN:

October 28, 2021
2:00 pm to 3:00 pm EST

To register, visit <https://bit.ly/ppwaystar> today!
Space is limited so be sure not to miss out on this great opportunity to learn how to revolutionize your insurance billing processes.



MEET JAMES,

APPLICATION SOLUTION SPECIALIST

It's our pleasure to introduce you to James Korolas, one of our awesome Application Solution Specialists. Not only does James bring a ton of technical knowledge to the table, he's also one of the friendliest fellows you'll ever meet. He's been helping Practice Perfect clients tackle their computer issues since early 2018. But James has been working with computers for much longer than that.

James' love for computers began in high school. He'd help his classmates build their own computers from scratch. Having found his niche, he began working in computer sales at RadioShack and was quickly promoted to store manager. He went on to take

some courses in programming, networking, and Windows, and eventually landed a job at IBM where he worked in a variety of departments.

Today James helps alleviate any issues experienced by Practice Perfect clients. "I enjoy the challenge of figuring out why something doesn't work," he said. Whether it's a pesky error message or a hardware issue, he's keen to get to the bottom of it. He's also very customer service oriented. "When I call a call centre I expect to be treated with kindness and respect so I want to do the same for our clients."

And when James isn't helping clients resolve their computer issues, he's got



a couple hobbies to keep him busy. For instance, he might be photographing a wedding, or hunting down bad guys online in his favourite game World of Tanks.

All said, we're thrilled to have James on our team! His technical expertise combined with his friendly nature have helped him to become a key member of the support department.

A WIRED CLIENT SUCCESS STORY

What is Wired Client? By definition, it's an automated text messaging system. But to clinics and their patients, it's so much more than that. Take our friends at Sports and Ortho Physical Therapy in Chicago, for example.

Sports and Ortho Physical Therapy has been using Wired Client since late 2020. Since then, it has greatly improved the communication between the clinic and their patients.

Whether they're welcoming new clients to their clinic, notifying them about their cancellation policy, recalling patients they haven't seen for a while, or simply reminding them about their upcoming appointments, Wired Client has provided their clinics and their staff with an easy and accessible way to engage their clients.

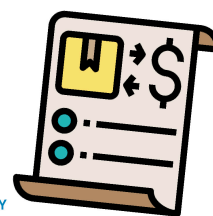
"The front desk spends less time on the phone with clients because they're able to send a quick text instead," said Donald Schmidt, Marketing Director at Sports and Ortho Physical Therapy. **"This leaves us with a lot more time to focus on revenue generating opportunities and filling our therapists' calendars."**

In the event of some bad weather, or if a therapist is out sick, their staff doesn't have to go through the trouble of calling every single patient in their calendar individually. With Wired Client, sending a mass text message to all of the scheduled patients couldn't be easier.

It's always great to hear about how technology is benefitting both clinics and their clients. **And if you'd like to see Wired Client for yourself, please visit us at www.thewiredclient.com** to learn more about how to get started. **We're also offering a two-month, no cost, no obligation trial, so you can experience this fantastic communications tool free of charge.**



COMING SOON



SUBMIT CLAIMS TO ALBERTA BLUE CROSS WITH TELUS HEALTH ECLAIMS

If you work in outpatient rehabilitation, **Alberta Blue Cross** is a name you are familiar with. So you will be pleased to know that beginning in mid-October, you can submit claims directly to Alberta Blue Cross through Practice Perfect's integrated **TELUS Health eClaims** portal. Since 2016, clinics have been enjoying the benefits that come with eClaims integration, and this latest addition to their network of insurance carriers adds even greater value.

Leaders in affordable healthcare and disability insurance, Alberta Blue Cross is one of the province's most widely-used insurance carriers. Their addition to the eClaims network has the potential to save billers countless hours spent submitting claims manually—not to mention how much the clients love it, too.

Clients feel a lot more comfortable leaving the clinic knowing that their claim has already been submitted. And that's how the TELUS Health eClaims integration effectively removes barriers between your clients' insurance carrier, your clinic, and timely reimbursement for treatments and services rendered. They're also integrated with leading insurance carriers like Canada Life, Manulife, Alberta Blue Cross, and Johnson, to name a few.

To take advantage of this great new feature, all you have to do is schedule an upgrade. The addition of Alberta Blue Cross requires some changes to the Practice Perfect eClaims API, so be sure to **contact the support department at support@practiceperfectemr.com to schedule your upgrade today!**

SUN LIFE DEPARTING THE TELUS ECLAIMS NETWORK



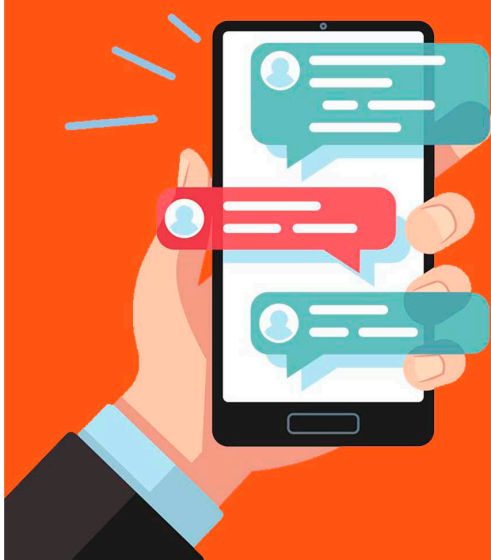
We have received the unfortunate news from TELUS Health that in late-November, Sun Life will be leaving the TELUS eClaims network.

What does this mean for users? Beginning in late-November, you will no longer be able to submit claims to Sun Life through the TELUS Health eClaims portal. Moving forward, the claims will need to be submitted directly through Sun Life's portal--Lumino. Sun Life should be contacting you directly regarding this change. Unfortunately, they are not allowing for any sort of integrated claims submissions from applications like Practice Perfect – at least for now.

We're very sorry to be the bearers of bad news. We know just how many of you rely on this feature for timely claims submissions. However, this is a decision that was made by TELUS Health and Sun Life, and is one that we consider to be a step backwards.

PRACTICE PERFECT'S CLINIC TEXT NOTIFICATION SERVICE

SUBSCRIBE FOR IMPORTANT
UPDATES AND NOTIFICATIONS
VIA TEXT MESSAGE



Oftentimes we find ourselves in situations where we urgently need to communicate information to our clinics. It might be that a hosted server is experiencing an issue, there's been an important software update, or something of that nature. Right now our only options are to call or email - but neither of which offer the immediacy of a text message. This is why we're launching Practice Perfect's Clinic Text Notification Service.

How to Register

To register for Practice Perfect's Clinic Text Notification Service, simply:

- Email michelle@practiceperfectemr.com with your clinic name, and names along with mobile numbers of any individuals at your clinic who you'd like to receive important updates and notices.

OR

- If you're a Canadian clinic, text 844-912-2921 with your name and clinic name. You may include the name and phone number of any other individuals at your clinic you want to receive important updates and notices.

- If you're an American clinic, text 844-924-2204 with your name and clinic name. You may include the name and phone number of any other individuals at your clinic you want to receive important updates and notices.