

Dear Practice Perfect user,

In light of current world events and the hesitation on both the part of patients and therapists to congregate, we've had an increasing number of inquiries about how **Practice Perfect** deals with Telemedicine.

From an accounting perspective, Telemedicine may simply involve the use of different CPT or Fee codes, which can easily be added to your **Practice Perfect** application. Also, you may need to indicate a different *Location Code* for those jurisdictions that require this information. From a scheduling perspective, the appointment would still be deemed as *completed*.

From a treatment perspective, there have been questions raised about whether or not **Practice Perfect** can facilitate the actual delivery of Telemedicine, providing the necessary application to link the patients to the therapists – and furthermore, to record and store those sessions. There are two items to consider here:

First, connecting the patient to the therapist is not really a function of an EMR, it's more the function of a video conferencing application, something totally separate. There are many very good, inexpensive services available that would facilitate your therapists video conferencing with their patients. Check out Zoom (at www.zoom.us) or GotoMeeting (at www.gotomeeting.com). Furthermore, once you have setup with one of these applications, both can be launched as shortcuts from the *blue side-bar* on the left-hand side of your **Practice Perfect** panel – just contact our support department for more information on how to set this up.

Second, there have been inquiries as to whether or not these sessions can actually be stored in **Practice Perfect**. Consider first, do you need to actually store the sessions or just *document* the session? You don't currently video your therapy sessions for treatment within the practice, why would Telemedicine be different? Second, storing these sessions would take up a vast amount of storage space, probably more than your current computer or cloud storage can accommodate. As a result, it would be severely detrimental to store these session's videos, if you choose to record them, within **Practice Perfect**. That being said, the video conferencing services mentioned above do offer session storage as an option, but that would represent a substantial increase in their cost.

If you have any questions about this information, please do not hesitate to contact our support department at either (877) 510-7473 or via email at support@practiceperfectemr.com. Thank you.