



SOFTWARE / HARDWARE

## What Your Practice Software Is Missing - and Why It Matters

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### WHAT YOU NEED TO KNOW

- Managing your practice with the right software is crucial to providing quality care to your patients and building a long-term relationship.
- Old software and new software can have various differences in terms of their features, performance, security, and compatibility with modern systems.
- Most importantly, make sure the software provider offers a reputable and complete customer support system with transition experts and integration agents.

Are you tired of juggling multiple software programs to manage your practice? Do you find yourself constantly switching between applications that don't quite meet all your needs or are not truly integrated to your EHR application? Are you looking to optimize your practice workflow and upgrade to a better, faster and more efficient 360-degree platform option?

Let's explore what your practice software is missing and why it matters. These insights will show why investing in quality software will help improve efficiency and productivity, while decreasing frustration and ensuring a seamless return on investment.

#### New vs. Old: What You're Missing

You may be very comfortable with your current old software and not want to change, even if it does not meet all your current needs. You may be reluctant to upgrade your current application you have been using for a while because it works well and provides accurate data. Old software and new software can have various differences in terms of their features, performance, security, and compatibility with modern systems. Some of the key differences that your practice software should have to be truly effective include the following:

*User Interface:* New software tends to have more modern and intuitive user interfaces, whereas older software may have outdated and less-user-friendly interfaces. Your practice software must be user-friendly and easy to navigate so you can quickly find what you're looking for without any frustration. If you and your staff are constantly struggling to figure out how to use the software efficiently, it's going to cause frustration and ultimately lead to decreased productivity.

*Compatibility:* New software is typically designed to work on modern operating systems, whereas old software may not be compatible with newer systems, or may require specific versions of older operating systems.

*Performance:* New software is generally optimized to work more efficiently and faster than older software, which can be slower and less efficient due to technological advancements.

*Security:* New software is designed with the latest security features and protocols to protect against cyberthreats, whereas older software may be vulnerable to security breaches and hacks.

*Features:* New software often comes with new features and functionalities that older software may lack. These new features can improve productivity and user experience.

Ultimately, the choice between old and new software depends on the user's needs and preferences. While older software may be reliable and familiar, newer software may offer better performance, security and features.

Managing your practice with the right software is crucial to providing quality care to your patients and building a long-term relationship. With so many available options, it can be challenging to choose the right one that meets all your needs. Many practice software solutions offer similar features and functionality, making it hard to differentiate between them. However, some points of difference can make sure you streamline your workflow and improve patient outcomes.

#### Best EHR: Key Points of Difference

One of the most significant points of difference is an EHR system that uses artificial intelligence (AI) and business intelligence (BI) to drive accurate decisions. AI- and BI-powered software not only saves time, but also improves accuracy and reduces errors.

Another key feature is a customizable doctor screen that allows physicians to tailor their workspace to their specific needs. Customizable macros and a physical device for faster data entry can also help save time and increase efficiency.

The scalability of the software should not be overlooked. A good program should be able to be customized to fit the specific needs of your practice. It should also integrate with other systems so that all of your data is in one place.

Additionally, having a home screen that allows for information sharing throughout a multi-clinic setting is essential for ensuring all team members are on the same page and well-informed. The capability of multiple concurrent treatment plans can also help streamline patient care.

Guaranteed report accuracy gives you peace of mind that your data is accurate and reliable. An embedded accounting system like Quickbooks can help with financial management, while an integrated credit-card processing system simplifies the billing process and ultimately reduces your overall costs.

Other essential features include a digital X-ray gateway with different partners, two-way text

messaging reminders, automated practice reviews, and an internal billing team.

Bottom line, you need a program that includes detailed information on all aspects of running a successful practice, from billing and coding to appointment scheduling and record keeping.

While high-quality speech-to-text may be a differentiating factor, customer satisfaction ratings and reviews can also make a significant impact on your practice's reputation. Points of parity, such as cloud-based software, anytime, anywhere access, dynamic patient portals, and full claim cycle management, are also important features to consider when choosing practice software.

Another critical feature is robust scheduling capabilities. Your software should allow you to easily schedule appointments, track patient information, and send reminders.

Interface of tests and examinations with validation of results, and integration of diagnostic tools such as posture evaluation and thermography readings, are nice to have. Don't forget the relevance of exercise programs generated specifically for your patient's condition to get them more involved in their care, and education tools offering better care acceptance.

Most importantly, make sure the software provider offers a reputable and complete customer support system with transition experts and integration agents who do a full installation and provide customized transition services such as training, custom settings and personalized after-sales support. If you have an issue that needs resolved, you need it taken care of right away.

### Make an Informed Decision

Choosing the right practice software is critical to the success of your practice. If it's not up to par, it can have a serious impact on your bottom line. By understanding the points of difference and parity, you can make an informed decision that streamlines workflow, improves patient outcomes, and ensures the financial health of your practice.

Truly, who wouldn't want to have more time to do the things they really want to do and to spend more time with family and friends? With so much depending on it, you can't afford to choose anything less than the best.

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