AUSTRALIA’S LEADING PRACTICE MANAGEMENT SOFTWARE

Introduction

PPMP is Australia’s most widely used Allied Health Practice Management software. We are endorsed by the Australian Physiotherapy Association.

It has been assisting physiotherapists efficiently and effectively, managing their practices for over twenty five years. Since its initial development it has been specifically designed for Australian Physiotherapy practices.

- PPMP is intuitive to use and new staff are readily trained in a few minutes to use the system.
- PPMP performs all necessary billing and receipting functions as well as capturing essential data to ensure efficient and effective practice management through the provision of key performance.
- PPMP is also a powerful business development tool providing essential information relating to income sources and referral patterns.
- This information enables the practice to directly market to selective groups of referrers and patients
- PPMP is fully networkable within a clinic and between clinics.

Getting started with PPMP

The best way to appreciate PPMP is to use it!

You can’t really tell if PPMP (or any other system) lives up to its promise until you have used it. Find out why PPMP is Australia’s leading Physiotherapy Practice Management Software.

** We will supply the full system to use in your practice for 30 days **

We assist with installation and setup if you need it. We also offer the opportunity to receive a no obligation demonstration of the system to show you how it will function in your practice.

Summary of features

Patient accounting:

- EDI (Electronic Data Interchange - billing of select third party payers)
- Records treatment and other charges
- Issues accounts for particular patients on demand, any time and as often as required.
- Records payments and prints receipts as required.
- Reprints any receipt if the patient loses the original.
- Banking reports including user designable deposit slips.
- Prints onto any paper, either a pre-printed letterhead, or it will print a letterhead if preferred.
- Multiple user definable layouts for accounts and receipts make up styles to suit private patients, others suitable for bodies such as Workcover. Include remittance advice slips as part of your accounts if you wish.

Patient’s records and details:

The patient record has provided for the recording of a wide range of information about the patient and the condition being treated. Much of this information is optional. The amount of reporting the system can achieve is dependent on the amount of information entered.

- Name, address, age, phone numbers, area for special notes about relevant information such as medical conditions, etc. Addresses of next of kin, doctor and employer, why they came to this practice, if referred, by whom and who they were referred to (the practice or a particular provider).
- Conditions treated, referred by, claim file numbers etc.
- Extensive notes. There is room provided within each patient’s main record, and within each condition (episode) for which the patient is treated. Treatment notes created using from pre-defined templates, using treatment symbols or the body chart.
Appointment diary:

- Fully integrated with the patient accounting and patient records facility.
- Multi column diary. User adjustable and definable. Each column on the page can be assigned to a provider, and shows their name at the top as well as how many appointments there are that day.
- Unlimited pages (days) in PPMP – Appointments can be made years in advance.
- Alarms (e.g. be warned a patients treatment approval will expire before their new appointment).
- Write notes on the diary.
- Attach a note to a patient’s appointment.
- Print copies of the diary.
- Manage classes from the diary.

Provider work records:

- Each treatment recorded is (automatically) cross referenced to the treating provider. You can also note a patient is a particular provider’s patient (independently of who administers particular treatments). The information available for work done by a particular provider is cross referenced to the patient’s details. This means you can report on practice activity (you can, if you wish, limit the report to the activity of a particular provider) in detail. You can look at fees charged, payments received, conditions treated, referral details such as whom from and how many new patients have been seen.
- PPMP will also measure such KPI’s as dollars earn per hour per provider, ratio of administration staff to professional staff and other key practice performance measures.

Practice activity:

- The activity in a practice is in essence a combination of the patients details, treatments administered, charges and payments levied, and who did the work. The PPMP system is designed to capture this information by doing little more than the normal activity of recording patient attendances, charges and payments received. Because the information is cross-linked to the patient’s details, and the treating provider, it builds up a comprehensive summary of practice activity. It then becomes a question of what information you want to extract. See reports below.

Reporting:

- Over 100 Standard reports are provided that look at :-
  - Who owes what? (Debtors)
  - Number of treatments being performed.
  - New patients being seen.
  - Referral sources of new patients.
  - Conditions being treated
  - Fees generated.
  - Payments received.

These reports can be varied to focus on particular factors or combinations of factors like, particular treatment locations, type of patient (e.g. Comcare), condition involved. You can also examine any period of time from one day to several years in one report. As the system retains all of the practice activity details, you can look back as far as the day you first started using the system. Many of the reports are provided in a form that will give you monthly figures for a year, such as a chart showing the referrals each month from each referral source.

- The information stored by PPMP is comprehensive and can be examined in almost any way required. Some of the perspectives that come to mind include:-
  - Activity by the practice as a whole.
  - By particular Physiotherapists.
  - From a patient oriented view e.g. report on new patients.
  - Perhaps from a treatment condition or referral source perspective.
  - Payments.
  - Charges.
• You can also use PPMP to print yearly comparison charts. You can compare:
  - New clients
  - New episodes
  - Fees billed
  - Items / Treatments done & much more
  You can specify the type of chart you wish to display for example a line or bar chart and also the years you wish to compare for example 2, 3 or 4 years (financial or calendar years).

• Querying your practice information. An example of a query might be: "List all patients who have been treated for X in the last two years who are between 30 and 35 years old and live in postal zone YYYY, and referred by Dr Strangelove".

Security:
• There are many security features built into PPMP. You can add different levels of security with the use of passwords. You can create a password needed to open the PPMP program; you can also put passwords on the reports and client account information.
• PPMP has been designed so that you cannot easily delete the information you add to the database to stop new users from accidentally deleting important information and to stop users misusing the system. You cannot delete details such as patient records, account history, appointments that have been charged.
• There is a report that is designed to print a list of all records that have been edited, so if a staff member does manage to delete, for example, an appointment the report will provide the necessary details.

Correspondence / Word processing / Communications:
• PPMP has its own integrated word processing capability. Correspondence is then part of the patient’s electronic record. Furthermore, files from other word processing applications can also be stored in this patient’s electronic record.
• PPMP also has an integrated SMS and email capability. Most practices send an SMS reminder to all patients with appointments on the following day. These SMS messages decrease “no shows” by up to 80%.
• The integrated SMS & Email capability enables practice promotion to all or selected clients or referrers.

Label Printing & Client Printouts:
• There is an integrated label printing system in the PPMP system so you can print address labels for groups of patients, doctors, and also treatment card labels with patient details on them.
• You can also design client printouts using PPMP. For example, if your practice has particular forms with client details on it, you can design this form in PPMP and as needed you can print a form for a particular patient with the necessary information automatically filled in.

Using the system
For most practices the day to day use of PPMP consists of making appointments on the diary, charging treatments, recording payments and printing receipts, printing accounts, and recording new patients.

It is also a quick and easy way to look up a patients detail such as their phone number or when they attended, their address, etc. It is usually quicker and easier to look it up in PPMP than find the treatment card.

Everyone can be expected to use the system.
PPMP has been designed so that everyone in the practice can be expected to use the basic functionality of the system on a day to day basis.

The steps involved in using the diary are simple and quickly learnt.
• To charge a treatment, you simply click on the appointment and select "Treatment Charge" on the diary menu.
• To record a payment you click on the patient’s appointment and select "Payment" on the diary menu.
• To make another appointment you click on the current appointment, select "New appointment" then move to a new page of the diary and indicate where you want the appointment recorded.
• You can click on a patients appointment and look at their details, what the problem is, when the patient has
attended, what is owed right now and what other appointments does the patient have pending.

- Using the diary also helps to minimise the amount of typing involved. In most cases all you need to do is type in patient names and find them on the patient list. When you walk in tomorrow the diary pops up with all the appointments ready to be charged, moved, and deleted etc.
- You can put notes onto the diary as per a typical appointment book.
- Colour coded diary entry’s allow you to identify your new patients quickly.
- Notes are also colour coded to draw attention to them, as are old patients returning with a new problem.
- You can enter in a code such as WC next to a patient appointment in the diary to show that a patient is a Workcover patient.
- When a patient has arrived you can mark them as ‘has arrived’ which sets off a clock to tell you how long they have been waiting and the total amount of time they have spent in the practice up until the time they are charged and leave.
- When you make a new appointment for a patient you can be warned that treatment approval will have expired by that appointment.

**Alternative to using the diary**

There is an alternative data entry system to the diary that allows you to quickly record several treatments at once for a particular patient. This is generally the preferred system where the work is being done out of the practice for hospital and home visit intensive practices.

**PPMP History – In Brief**

PPMP was developed in response to industry demand in 1988. Developed from the ground up for professional practices, PPMP is now the most widely used professional practice management system in allied health in Australia. The experience gained since then with practices has been put to good use in all versions over the last 25 years and most recently in designing the latest version of PPMP, Version 8. PPMP is inherently flexible so that it can be naturally moulded to meet the needs of most practice situations, from sole practitioners doing perhaps only hospital work to practices with many staff and many centres. Telephone support is available during normal business hours.