

# TPR Spotlight

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## Dear Doctors,

There are so many different avenues and considerations to take when building and growing your practice. This edition of the TPR Spotlight addresses yet another one of those common topics that come up that so many of us are unsure how to best address.

Please read on to learn how to further streamline and fine tune your office systems.

The following article was recently published in one of Dr. John's Puzzle Pieces and I felt it was so important that I wanted to use it again in the Spotlight.

## Thinking about Upgrading Your Software?

**Take a little bit of time to save yourself a lot of frustration and money...**

Investing in software is a big decision and a big commitment. Not only are you taking on an expense for this, there is also a transition that your staff and practice will go through while implementing this and implementing it properly. As with any other implementation to your office, there is a process to go through in order to do this efficiently and effectively.

As you have probably noticed, there are lots of software companies out there claiming to be exactly what you need as well as other resources you may have for getting software recommendations. What you need to know about this is that the needs of every office are not the same. So, before you make an investment like this, you must first determine what will work best for YOU.

In order to do this, get a pencil and paper and ask yourself the following...

### Part I:

-Why are you looking to upgrade or change software?

-What features do you want or need in new software? Discuss this as a team so everyone can offer insight as to what would be helpful in each individual department.

-What features do you have in your current software that is important to have in another software as well?

Discuss this as a team and be as detailed as possible as to specific features that are used to aid with thoroughness & efficiency (examples: inventory stats, reactivation/missed appointment reports, etc)

-What is your software spending budget (consider software cost, tech support & upgrades)?

-How soon would you like to upgrade or change your software?

-What is your goal date for final decision on which software program is best as well as when is your goal date for implementation of new program?

-What software companies are candidates for your practice?

-List their names, phone numbers, websites, etc.

## **Part II.**

-Contact each of the software companies you have listed, ask specific questions regarding features you need and features you want as you have listed above.

Consider asking for references to check.

-Schedule and participate in a demo of the software to specifically see these features as well as the features of the general.

-Make specific notes as to what the software can and cannot do as well as the general ease of learning and use of the software.

-Determine Pros and Cons

List the pros and cons of each software.

-For features that you are looking for that may not be available....

a. Discuss and make note of if/how these features can be handled manually so as to not be skipped.

b. Discuss with software to see if said system(s) may be added to an update at some point.

-Discuss as a team your findings, ideas, concerns, etc as you have gone through this process. Decide as a team which software is best for you.

## **Additional tips:**

-Plan Ahead: Once you have decided on a software program, there are steps to follow to efficiently implement this software and do it as smoothly as possible.

-Remember that the people you speak to at software companies are sales representatives. Their job is to convince you that their program is the best for you. Be sure to get the necessary information so YOU can make this educated decision.

-Be sure to ask about specific fees such as tech support, updates, upgrades, etc.

-Be as detailed as possible as you list features you want and need in a software program. This will be a huge time saver as you train and transition to your new software.

If you would like additional assistance with this or for specific software recommendations, please contact Total Practice Resources at and ask to speak with one of our consultants.

### Webinar Special

Total Practice Resources is getting an amazing response from the webinar listeners/watchers. We have 15 scheduled webinars and more to come as the weeks progress.

These webinars are a huge instrument to your office as you progress through developing systems that work for YOU.

Being offered for the next two weeks only is a webinar special which will allow you access to all webinars at a reduced cost. To receive this special discount, please call the Total Practice Resources headquarters before June 15th.

**Original cost for access to all 15: \$275**

**Special Price: \$225**

*Take advantage of this today and use these resources available to help the doctors, the staff and the patients!*

As always, thank you all for your time and attention. We hope to see you all very soon at an upcoming seminar. We have just finished the Nutri-West, La Jolla seminar and it was FANTASTIC!

Be sure to check the 2009 schedule to see when and where you may be able to attend soon!

Brandy Beeson  
Total Practice Resources

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