# GENSOLVE PRACTICE MANAGER
## FACT SHEET

# Gensolve is more than great software. We partner with our clients, offering not only functionality support but genuine business advice as well.



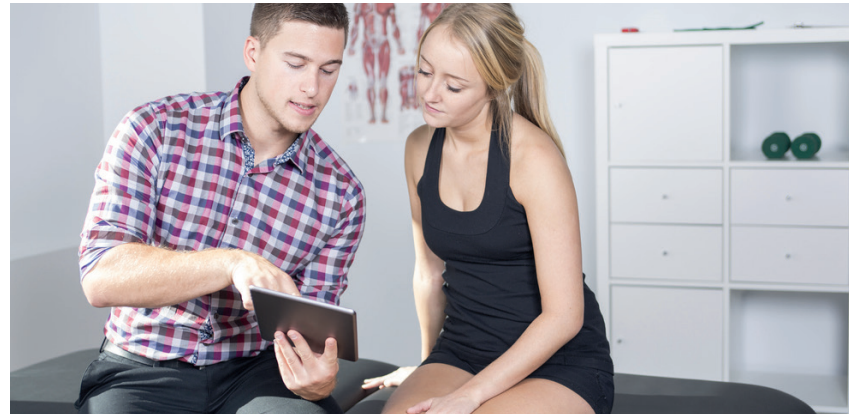## Enduring partnerships with our clients

We are currently helping ...

- Physiotherapists

- Psychologists

- Chiropractors

- Podiatrists

- Osteopaths

- Remedial Massage therapists

- Acupuncturists

- Yoga and Pilates Practices

- Physical Trainers

... to grow their practices into more successful businesses



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# Gensolve helps you manage your clients from their first interaction to becoming regular customers, with tools to help you offer great customer service that keeps them coming back.



## State-of-the art practice management tools

Manage appointments, reminders and repeat bookings easily with ...

- Configurable online bookings

- SMS and email reminders with set and forget functionality

- Comprehensive appointment book

  - Flexible appointment management by client, clinician, site and class

  - Booking multiple clients into a single group appointment

  - Membership functionality to handle class and package sales

  - Simple user experience - drag, drop and extend, colour coding, flags

- Easy template setup utilising letters, emails and SMS

- Create and manage follow up actions by clinician

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# Gensolve helps you know your existing clients and market your practice to new ones.
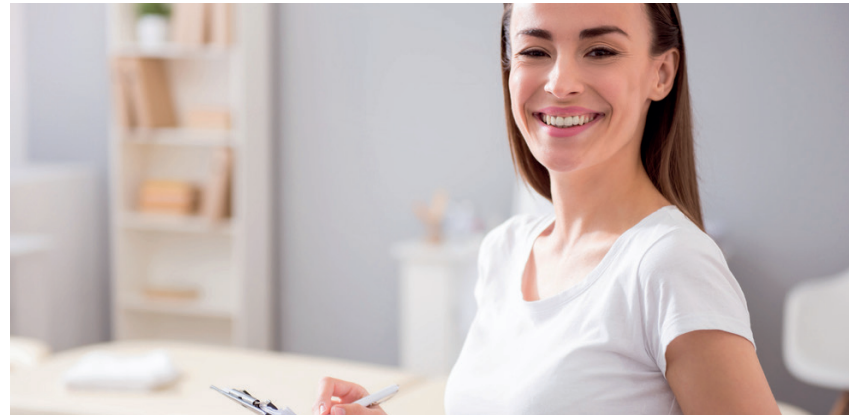


## Efficient interaction with current and potential clients

Your detailed records can include ...

- Optimum appointment times

- Events popular with your customers

- Letters

- Uploaded files relevant to treatment

- Payments

- Invoices

- Retired accounts

- Account statements

- Client sports or activity club memberships

- Ongoing conditions or injuries you could help with



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# Gensolve's clinical and medical notes give you both quick snapshot and detailed views of each client's data for better treatment care plans.



## Highly versatile medical notes manager

Each clinician keeps their own dedicated notes, with all patient data stored in a single file including ...

- Interactive body charts

- Built in exam templates with simple typing shortcuts

- Easily accessible exam history

- Customisable clinical notes and forms to suit each clinician's requirements

- Events and actions section to ensure systematic client follow-ups

- Reporting for completed appointments and exams, as well as 3rd party medical or legal requirements



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# Gensolve takes all the pain out of payments and account management with automated processes that require no data integration, third party software or duplication of effort.



## Fully automated payments and account administrator

Using Gensolve you will find it easy to manage ...

- Payments

- Invoicing including recurring invoices

- Daily takings and Reconciliations

- Debtor management

- Custom recovery plans and recovery events

- Debtor statements

- Expense/purchase/stock management

- Recurring expenses

- Creditor management

- Payment batches

- VAT returns

- Chart of accounts

- Financial reporting (Balance sheet, P&L, trial balance, aged debtors/creditors)

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# Tracking practice performance with Gensolve helps you stay on target for growth with reporting and key performance indicators.



## Instantaneous practice performance reporting

Set KPIs to help you monitor ...

- Appointments to invoice
- Client payment report
- Appointments not completed
- Appointments without conditions
- Client demographics
- Clinician capacity
- Condition referrals / summary
- Referral source by clients / conditions

- Clinical appointment counts
- Balance sheet
- Debtor revenue
- P&L by month / site / statement
- Revenue items / details
- Business payments
- Aged creditors / debtors
- Outstanding debtors
- Payroll salary detail / summary



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# Gensolve looks after your daily administration and reporting tasks, freeing up your time to focus on providing a great experience for your clients.



## Freed up time to focus on core tasks

The platform acts as your administrative PA, helping you with ...

- Customisable user access roles, allowing you to control user functionality

- Custom fields to record your own specific information about clients

- Custom forms for assessments and questionnaires

- Letter creation based on Microsoft Word templates

- Integrated email templates

- Customisable reports, delivering only the information that you want

- Managing clinicians by recording client actions such as no-shows and follow-ups

- Easily identifiable target segments (e.g. knee patients, no-show patients, low attendance patients) for delivering relevant email campaigns

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# Gensolve training and support means you're never on your own, and help is only ever a click of a button away.



## We are there, each step of the way

As your practice management partner, Gensolve is always on hand to offer ...

- Free comprehensive training for various job roles, including clinical, administration, financial and management

- Extensive 24/7 support via our online portal to answer any questions you may have

- A sizeable 'how to' Support Resources library providing step by step instructions on customising your system to suit your specific business requirements

- Advice and tips on improving your processes



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# GET IN TOUCH

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