

Dear Clients,

We are excited to offer you a client web portal for Sound Children's Therapy. In this portal, you will be able to:

1. Book and view appointments for therapy sessions (though you cannot modify or cancel appointments)
2. Upload, download and view your child's documents that are stored in our system.
3. View your charges, unpaid charges, and prior payments. It also has a link to the Instamed payment portal.

To get set up to use the portal please follow these instructions:

**Setup (you will do this one time)**

1. Go to: <https://app.practiceperfectemr.com/booking/soundchildrenstherapy> (you will want to bookmark this link)
2. Click on the green circle that says "I've never logged in before"
3. Put in your phone number, email address, and the birthday **of your child**. The phone number and email address must match the information we have in our records. Click the "Login" button
4. Enter a username and password

**Login**

1. Go to: <https://app.practiceperfectemr.com/booking/soundchildrenstherapy>
2. Click the blue circle "I've logged in Before" and enter your username and password.

**Book an Appointment**

1. Click "Create New Booking" (At this time, appointments can only be booked 2 weeks out)
2. On the left hand side click the service your child needs (Occupational Therapy or Speech and Language Therapy)
3. At the top of the screen, if you have multiple services, it will ask you to select the "injury" you are scheduling for. This is a drop down with OT or ST. Please select the one you are scheduling for. Unfortunately we are unable at this time to change the word "injury" to something more appropriate.
4. Find your therapist in the list and click on them. If you don't have a particular therapist in mind, click on any therapist in your discipline and click on them.
5. This will bring up a schedule for that therapist. Select a day and a time.
6. This will bring up a window summarizing the appointment. Enter any additional notes\* and click "Confirm Selection." \* (for example. "I'd like to cancel the appointment on Aug 4 and replace it with this one. )
7. This will put a hold for your appointment on the schedule. You should see a confirmation screen that looks like this:



**Your appointment request has been sent.**

**You will be notified via email once this appointment has been confirmed. Thank you.**

[Book an Appointment](#)

[View Appointments](#)

8. Once the appointment is approved, you will receive an email that the appointment is confirmed and the notes regarding any cancelled appointments will allow us to make those changes. Note: If you don't see an email, please check your spam/junk folder.
9. If the requested appointment cannot be confirmed, you will receive an email regarding that as well. Again, please check your spam/junk and mark sender as "safe" for future.
10. If you do not see the confirmation screen and do not get a confirmation email then the booking is not confirmed. Please try again or call the clinic.

#### **View Appointments**

1. Click Appointments
2. You can select Upcoming Appointments or Previous Appointments to view. You cannot modify or cancel appointments in the portal. If you need to change your appointment please contact the clinic by email or phone or, when scheduling new bookings, you can note which appointments need to be cancelled in the notes.

#### **Documents**

You can upload and view documents such as IEPs, outside reports, school notes etc.

1. Click Documents
2. Click Upload Document
3. Add a description (which is mandatory) and click "Select a file to upload"
4. Click the upload button
5. We will receive a notification that you uploaded a document.

#### **Financial**

1. Click Financial
2. Click "All Charges" to a list of all your charges
3. Click "Unpaid Charges" to see a list of your unpaid charges
4. Click "Payments" to see a list of your payments
5. When in the "Unpaid Charges" or "All Charges" section click the button in the bottom right hand corner that says "Pay your bill online" to go to the Instamed payment portal

Please reach out with any questions to: [info@soundchildrenstherapy.com](mailto:info@soundchildrenstherapy.com)

Jodi