A Division of Williams Group

Practice Director
EHR and Practice Management Software

Training   Get running quickly with our proven training system

Online Training Tutorials

Our primary method for training is our online training tutorials.   Accessible at any time, these short tutorials will guide you through the setup and daily use of Practice Director. The videos are separated in modules that cover each portion of our software.

Experienced, U.S. Based Support

The online training tutorials are a great resource and provide an excellent base knowledge of the program, but we know they do not cover everything. To assist with the questions that arise as you are learning to use Practice Director, you will be assigned to your own software consultant.

Each of our software consultants have experience working in an eyecare practice in addition to an in-depth understanding of our software. While they are happy to personally train you on anything you need additional assistance on, they request that you complete the video tutorial pertaining to the question first.

We want to help you succeed

The best way to test what you know is to watch a section of training videos and then practice. (For example, watch the patient demographic videos. Log onto the training database and practice what you watched. Add yourself as a patient, add insurance, etc.)

During your training period, it is also important to use scenarios that occur everyday in your office and see how it is performed in Practice Director. If you get stuck, go ahead and call your consultant. They may be able to help you immediately, or for more complex questions, they may recommend that you schedule a time for one-on-one training.

Get the best results

We've found that offices with the most successful implementation do these four things:

- ▸ Set aside time for training tutorials
- ▸ Set aside group practice time in the office
- ▸ Keep a "Questions Notebook":
     Make a note of any questions, suggestions or concerns so that anytime you talk to us, you will have your list of
     questions and concerns that have come up. Once answered, check them off your list!
- ▸ Schedule group or one-on-one training with your consultant as needed

Most importantly…

We want to help you succeed! We cannot do that if we do not know that you need help. Don't hesitate to contact us at any time.