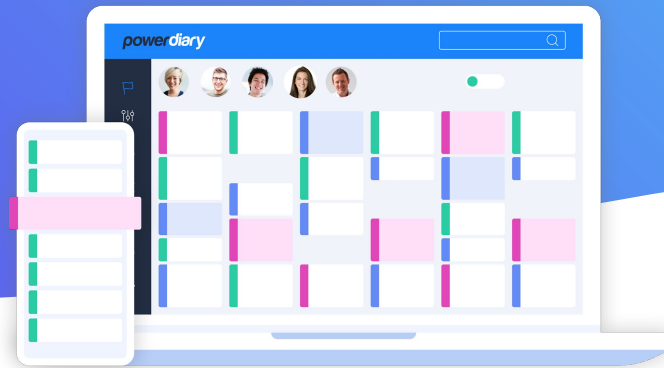


# *power*diary



**The *Trusted* Practice Management Software  
for Health Practices**

# What is Power Diary?

Power Diary is a complete practice management system, designed specifically for health practices.

## power diary

*adjective*

Latin for "to be able"

Providing capacity

Giving strength & control

To be effective

*noun*

An appointment book

An organiser

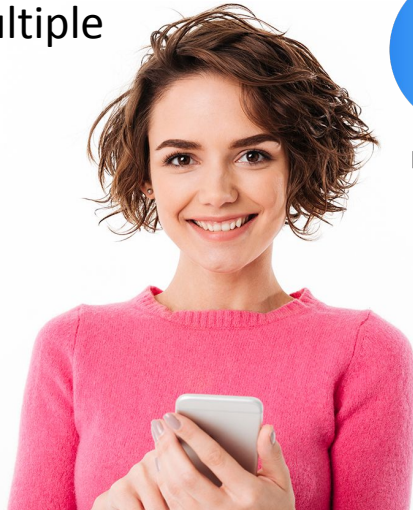
The place to record and

manage your information



# One complete system to run your practice

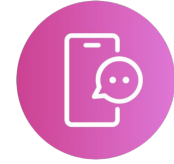
Whether you're a solo practitioner just starting out, or a large practice with a team of 100+ practitioners operating over multiple sites, Power Diary gives you all the tools you need.



**Robust Integrations**



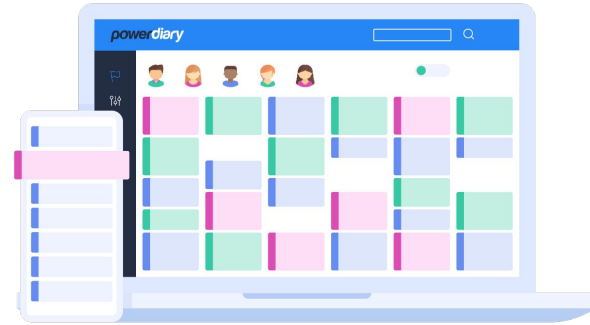
**Calendar Management**



**Communication (SMS, Email & Letters)**



**Clinical Notes**



**Telehealth Video Calls**



**Reports & Analytics**



**Online Forms**



**Online Booking**



**Payments & Invoicing**



**Client Management**

# Features

Everything health practices need



**Calendar Management** - Drag-and-drop appointments, daily or weekly views, one practitioner or all, waitlist functionality, customised coloured flags

[Learn More](#)



**Automated Appointment Reminders** - Schedule 1, 2 or 3 SMS and/or email reminders per appointment, automatically shows confirmations in the calendar

[Learn More](#)



**Client Management** - Store client details, classifications, referrers, communications, insurance details, and Third Parties details, restrict access permissions, create communications quickly with templates (emails and letters)

[Learn More](#)

# Features continued

Everything health practices need



**Two-Way SMS Messaging** - Instant communication, clients can reply to SMS messages and communicate seamlessly

[Learn More](#)



**Clinical Notes** - Use customisable templates to save time, start from the library of 100's then customise for your clinic, makes note-taking incredibly efficient, and more thorough

[Learn More](#)



**Invoicing & Payments** - Fully integrated invoicing and payment collection, customisable invoices, manage payments and outstanding accounts easily

[Learn More](#)

# Features continued

Everything health practices need



**Telehealth Video Calls** - Built-in with no third-parties involved, peer-to-peer encryption for maximum security, simple to use with no software to install for clients, no extra charges

[Learn More](#)



**Online Bookings** - Add a 'Book Now' button to your website, customisable booking portal with your own brand, take bookings from new and existing clients, ability to take payments online

[Learn More](#)



**Online Forms** - Paperless intake forms, consent forms and more, start from the Power Diary library then customise, client forms are added to their file

[Learn More](#)

# Features continued

Everything health practices need



**Reports & Analytics** - Analyse your financials, clients, and clinic activity with over 26 different reports

[Learn More](#)



**Seamless Experience on Phones & Tablets** - Access your information and manage your clinic from anywhere, and from any device

# Highest Security



Our focus on security means that clients benefit from better security for less cost.

## Backup and Encryption

All Power Diary data is backed up hourly to separate storage devices, and an additional separate daily backup is made to AWS S3 storage. All data is encrypted at rest using AES-256 encryption.

## Active System Monitoring and System Availability

Security systems monitor activity in real time and identify any patterns that would indicate possible security threats. Any suspicious or unusual activity is flagged for immediate review by our technical team.

The Service Level Agreement with our primary data centre partner, AWS, includes a 99.9% uptime assurance. Power Diary's actual uptime over the past seven years has exceeded 99.9%.

## Ownership of Data

At all times, our users retain 100% ownership of all data related to their Power Diary account. This includes all client records, past and future appointments, and financial information. At Power Diary we help health practitioners manage their data, but they always remain in control.

## Compliance

Our range of security and privacy measures to help ensure compliance with the relevant legislative and regulatory requirements in the main markets we operate in: Australia / New Zealand, UK, Europe, South Africa, USA and Canada. This includes compliance with the GDPR and HIPAA.

We closely monitor changes to regulatory environments and make system and policy adjustments as needed.

Power Diary also complies with the relevant international laws and legislation concerning Data Privacy and Breach Notification Requirements including the circumstances, details, and timing of notifying affected users.

## Credit Card Processing and PCI Compliance

Payment Card Industry Data Security Standards (PCI DSS) sets the international security standards for the management and processing of the payment industry. Power Diary enables customers to process patient credit card payments via a secure and validated integration with Stripe Inc. Stripe is certified as a PCI Service Provider – Level 1. This is the highest level of certification available. Power Diary does not store your client's credit card details.

## Data Removal

At any stage, if a client decides to discontinue using Power Diary, they can request the removal of all information related to their account from the Power Diary system. This will be completed within seven days of the request.

## Technology Updates

As technology constantly evolves, Power Diary continually updates our infrastructure, security systems, and software to ensure we are also providing the highest levels of protection for our customers.

[Learn More](#)



# Customer Support

Amazing Support

Power Diary's dedicated support team provides assistance around the clock. Our support is frequently mentioned in customer reviews.

We also provide video tutorials, full documentation and help files.

[Contact Our Support Team](#)

[See the Knowledge Base](#)



# Getting Started is Super Easy

## Free Training

When you start with Power Diary, our Support Team will reach out to you within 24 hours to book in your free, 1-on-1 setup training session

## Onboarding Education

We'll take you through a comprehensive onboarding email series that helps ensure you get the most out of Power Diary

## Ongoing Support

You'll have ongoing free access to our Support Team via chat, email, individual live screen share, or request a telephone call

## Video Tutorials and Knowledge Base

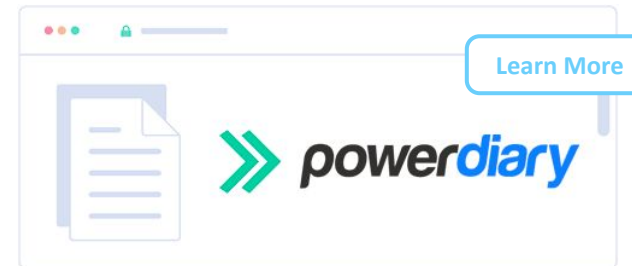
You can access our online videos and articles for detailed information on all aspects of Power Diary, whenever you need it

[Learn More](#)

## Import Your Existing Data

If you're moving from another system, you can securely upload your existing data file, and our data specialists will format this and import it into your account

[Learn More](#)



# Our Background

- Established in 2007
- Began in Australia - now worldwide with support teams in the UK, US and Australia
- Customers in 23+ countries
- Designed for solo practitioners, through to large, multi-location practices
- Loved by

- ♥ Physiotherapists
- ♥ Psychologists
- ♥ Speech Pathologists
- ♥ Podiatrists
- ♥ Chiropractors
- ♥ Acupuncturists
- ♥ Massage Therapists
- ♥ Occupational Therapists
- ♥ Chinese Medicine Practitioners
- ♥ Physical Therapists
- ♥ Mental Health Specialists
- ♥ Personal Trainers
- ♥ Social Workers
- ♥ Osteopaths
- ♥ Nutritionists
- ♥ Homeopaths
- ♥ Counsellors
- ♥ Naturopaths
- ♥ Dieticians
- ♥ Therapists
- ♥ And more

[Learn More](#)

## Founded by 2 Brothers

A practitioner / practice owner  
and a technology specialist



**Damien Adler** and his wife are registered psychologists and built a substantial psychology practice. Along the way, they realised they needed a better system to organise and streamline their practice - this was the beginnings of Power Diary.

Damien often provides training for practice owners, and is known publicly through his 13 years as a fortnightly guest on ABC Radio, as well as contributing to articles appearing in many publications.

Damien has a background in health administration, previously holding senior positions in public health services.



**Paul Adler** founded a highly successful technology support, security and software businesses in 1996. It grew to become the largest provider of IT system support and consulting to SMEs across Australia. This included many medical clinics, allied health practices and hospitals.

Paul has deep IT knowledge, and significant experience applying it to health care practices.

Paul has been on several government boards and panels for Information Technology, including the Federal Government Small Business Advisory Council.

# Happy Customers Forever

Helping practices be successful is at the core of everything we do, so we introduced a “Happy Customers Forever” initiative. Here are a few elements...

## Customers Only Pay for What They Use

Power Diary accounts are simply paid monthly, as-you-go. There are no setup fees, annual prepayments, renewal fees, or support charges. Unlike most systems, Power Diary does not require customers to pre-pay for SMS use. Rather than having money tied up in pre-purchased ‘SMS credits’ with Power Diary, SMS use is invoiced retrospectively, so that customers only ever pay for SMS after they’ve actually used them.

## Easy and Free Data Exports

Our policy is that the customers’ data always belongs to them. Practices can export a full copy of their data anytime using the data export tool that is available in all accounts. This is completely free and easy to do.

## No Lock-In Contracts

We don’t believe in using tricks, catches, lock-in contracts, minimum periods or cancellation fees to retain customers. Customers can cancel their account at any time (although very few do).

# Money-Back Guarantee



All Power Diary accounts are covered by a 100% money-back guarantee for a full 12 months. This means that if at any time during the first 12 months, the customer thinks Power Diary isn’t right for them, they can cancel their account and we’ll refund 100% of their subscription fees.

[Learn More](#)

# Customer Feedback

[Learn More](#)

Power Diary is consistently reviewed as the highest rated practice management software;



Rating 4.7, 188 Reviews



Rating 4.5, 173 Reviews



Rating 4.6, 128 Reviews



Rating 4.8, 19 Reviews



Rating 4.5, 6 Reviews

Time	Julia Stem	James Taff	John Aaron
9 AM			Jasper Hugh 9:00 AM - 10:00 AM
10 AM	Jack Teller 10:00 AM - 11:00 AM		Anne Greengabs 10:00 AM - 11:00 AM
11 AM	Yoga Class 11:00 AM - 12:00 PM		Parent Conference 11:00 AM - 12:00 PM
12 PM			
1 PM	Peter Givens 1:00 PM - 2:00 PM		Lunch 12:00 PM - 1:00 PM
1 PM	Lunch 2:00 PM - 3:00 PM		Alisher Smith 2:00 PM - 3:00 PM
3 PM	Sally Hust 3:00 PM - 4:00 PM		

# Customer Feedback



"I've used a number of different practice management systems and there's no doubt that Power Diary is best in class."

Dr. Ryan Kaplan, Clinical Psychologist, Be Psychology and Mental Health



"My business could not function without Power Diary. It enables our staff to work from anywhere. Love that we can customise the program to suit our business."

Margaret Asimus,  
Skin and Wound Care Consultancy



"PD is going great!! I absolutely love it. We've changed practice management software twice and others just didn't suit our business. PD suits what we need as a business perfectly."

Ryan Dreves, Exercise Physiologist, Physically Active

# Customer Feedback



"My clients love making appointments through our Client Portal... some wake up with pain in the middle of the night, and they grab their iPad or Tablet and book a time that suits them!"

Tony Logan-Stevens, Remedial  
Massage Therapist, Hands from  
Heaven



"Helps me get organised and make my appointments for the week. I can easily visually see who is owing payments and it creates space for me to add extra things. Your help desk is amazing. Thank you!"

Sophie Egan, Sophie EGAN Speech  
Pathology Clinic



"Love Power Diary and won't be changing! Good customer service with quick and detailed replies. The online portal has saved me hours of admin. It's also easy to use and has multiple functions."

Dr. Defne Demir, Psychologist

# Customer Feedback



"Power diary is the most intuitive, easy to use client appointment system I have used so far. By Psychologists for Psychologists! GOLD! Thanks, Guys!"

Dr. Zoe Barnett, Psychologist,  
Presence Psychology



"Really efficient planning and invoicing. The reminder emails and text messages have been reliable. I have been thoroughly impressed with Power Diary!"

Lauren Darsie, Physiotherapist,  
Childspace Paediatric Physiotherapy



"It's been the best program to use. I have a colleague in another practice who wishes they were on it, as it makes life a whole lot easier. Especially when it comes to the messaging service."

Raymond Inkpen,  
Principal Clinical Psychologist  
Psi Balance Psychology



# Our Formula for Empowered Health Practices

At Power Diary, our overriding goal is to create empowered and powerful health practices that benefit the practice owners, their teams, and their communities. Behind our software is our formula for “empowered health practices”.



[Learn More](#)

# The Power Diary Difference

## **1. Power Diary is by clinicians for clinicians**

So we really understand the ups and downs, and day-to-day realities of running a health practice. Our tight focus on health businesses means that our development and support teams live and breath your industry.

## **2. We build “values-driven software”**

Our growth and direction are informed by our vision and our philosophies on health practice management. Literally everything we do is driven by our formula for creating “Empowered Health Practices”.

## **3. Our software is “battle-tested” and proven**

We’ve been established since 2007, so our software is well and truly tried and tested. We also take a long-term view with everything – which impacts the quality of our development, our client relationships, and our team.

## **4. Customer success is our number 1 metric**

We are only happy if you are and customer feedback is truly our currency. To back this up, we are also the only practice management system to offer a 12-month money-back guarantee!

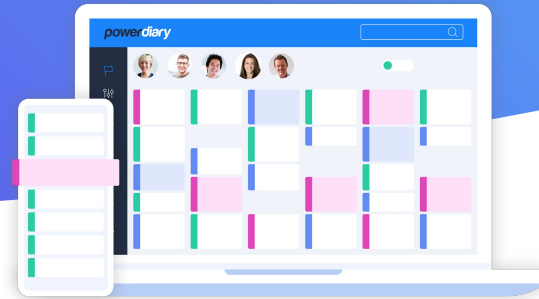
## **5. We’re innovating, 24×7**

We believe in continual innovation and our product development team is constantly working around the globe to ensure Power Diary lives up to our reputation as the very best and most secure practice management system available.

## **6. Amazing support is all part of the service**

We believe great software should be backed by great customer service, so whenever you need help, we’re here for you with support that’s fast and free. Our support team knows how to explain things in simple, jargon-free language.

# powerdiary



Try it for Free

Use all features for 14 days. No credit card required.  
Or contact us for more information: [support@powerdiary.com](mailto:support@powerdiary.com)