



ClinicTracker Success Story

The Bridge Family Center

Clinic Snapshot

Name

Bridge Family Center

Location

West Hartford, CT

Website

BridgeFamilyCenter.org

ClinicTracker Implementation

January 2011

Number of Users

15

With only a 60 day window to go live, The Bridge Family Center and JAG Products worked together to meet the ClinicTracker implementation deadline.

The Bridge Family Center of West Hartford, CT was founded in 1969 to meet the needs of the West Hartford community youth who were engaged in high-risk behavior. The Bridge has expanded since then to include outreach efforts, multiple shelters for runaway and homeless youth, transitional living programs for young people, an outpatient psychiatric clinic, and direct work with local schools. This regional nonprofit agency offers a broad range of services to children, youth, and families, particularly those at risk.

For their Youth & Family Services division, The Bridge needed to replace their three-year old management system because their vendor was going out of business. Since their web-based system would be shut off on April 1, 2011, they had to act quickly.

After extensive market analysis of eight different systems, in February 2011, they selected ClinicTracker from JAG Products, to provide their EHR, Scheduling, and Billing requirements.

With just a sixty day window to go live, they worked with the JAG team to do a complete Discovery of their daily processes, forms, and requirements. Together they laid out a detailed implementation plan to cover migration of current system data, customization requirements, server installation, individual departmental training, and “go-live” support.

Once the April 1st date arrived, every part of the implementation plan was on track, on time, and fully functional. The JAG data migration support team moved all the demographic information into



ClinicTracker so that the intake process could continue seamlessly.

On the billing side of the agency, the initial claims submitted through BillingTracker were accepted after just one test cycle. Everyone in the Finance department was surprised and thrilled.

The entire staff was amazed at how easy it was to use ClinicTracker compared to their old system.

The JAG team provided numerous system changes to support The Bridge's unique needs. According to Hildee Fontanella, Director of Finance and Administration,

"The JAG team was very responsive to any request we made. We'd send them a request before leaving on Friday and the change would be implemented by Monday morning. With our old vendor it would have taken months, if it got done at all." She added,

"We've had only positive comments by the entire staff and everyone is extremely happy with the ClinicTracker purchase."

"Many of the changes we can handle ourselves quickly through the system set up menus. The entire process is extremely fast and easy, in part because, unlike most other systems, ClinicTracker is specifically designed for agencies like ours, not general medical practices."

The Bridge also uses Sage MIP Fund Accounting that is fully integrated with ClinicTracker. This integration will make it much easier and faster for the Finance department to capture all their claim and billing information efficiently and accurately without having to re-enter any data.

According to Hildee, "We've had only positive comments by the entire staff and everyone is extremely happy with the ClinicTracker purchase."

ClinicTracker is a comprehensive EHR and practice management system designed to meet the unique requirements of behavioral healthcare agencies.

**For more information about ClinicTracker please contact:
ClinicTracker@JAGProducts.com or call 315.633.4240**