



ClinicTracker Success Story

Compass Clinical Associates, PLLC

Clinic Snapshot

Name

Compass Clinical Associates, PLLC

Location

Urbandale, IA

Website

CompassClinicalAssociates.com

ClinicTracker Implementation

October 2011

Number of Users

40

Compass Clinical Associates Sets the Right Direction with ClinicTracker Connect

Compass Clinical Associates is a dynamic multidisciplinary team that serves the mental health needs of clients ranging in age from 4 to 90 years. In addition to sophisticated assessment, psychological testing, therapy, and medication management, they also offer specialty treatments, such as Transcranial Magnetic Stimulation (TMS). Their professional staff includes over 30 clinical social workers, psychologists, mental health counselors, psychiatrists, and nurse practitioners – all working together to provide the best in mental health care. The information and quotes below are based off an interview with partner Bruce Buchanan, LISW, BCD.

System Search and Selection

Because they were frustrated with their EMR program, Compass Clinical Associates went looking for one more suited to their needs. They conducted that search systematically, by first analyzing what their services required by way of tracking and workflow management. What they wanted most was a program that was extremely stable and well-supported by a responsive and knowledgeable team. After a careful search, they chose ClinicTracker and went live in October of 2011.

“We selected ClinicTracker because we found them to be extremely responsive to our questions during early discussions. Even before we bought the software, they helped us think through how best to tackle implementing a new EMR. During one demo, we made a suggestion that we felt could make it a better system. Two days later they let us know that the idea was so good, they had already included it in their weekly program update. From the moment we entered into discussions, it felt as though they were focused on helping us be successful.”



Key Results of Implementing ClinicTracker

“We have become much more effective in providing quality treatment with excellent documentation. Because of the large number of clinicians, our daily kept appointments average well over seventy-five people. In the past six months we’ve had over approximately 12,500 kept appointments and this has allowed our front office staff to be much more efficient with such heavy volume. Because of the efficiency improvements, we are now able to spend more time developing a better understanding of our clients’ needs.”

Staff Efficiency

“We’ve probably seen the greatest improvement in the fact that billing our services have become much more effective along the entire process of invoicing, insurance submissions, and collections.”

Patient Care

“I believe that our patient care is better in that the templates allow for quicker responses by our clinicians.”

Reduced Paper Use

“We have reduced our use of paper substantially, more so in the last six to eight months, but generally over the past two years we’ve used ClinicTracker.”

ClinicTracker Connect is dedicated to supporting any Behavioral Healthcare agency with the most comprehensive functionality available. ClinicTracker Connect is one of the first ONC-ACB Stage 2 Meaningful Use solutions certified for meeting the needs of Behavioral Healthcare groups. Our fully integrated system includes EMR, User Dashboard, Scheduling, Billing, Compliance, Documentation, Reporting, Custom Form Creation, Signature Capture, and much more.

For more information about how ClinicTracker Connect can deliver these types of results for your practice, contact us at ClinicTracker@JAGProducts.com or call 315.633.4240