



# ClinicTracker Success Story

## Family Counseling Services

### Clinic Snapshot

**Name**

Family Counseling Services

**Location**

Cortland, NY

**Website**

FCSCortland.com

**ClinicTracker Implementation**

January 2006

**Number of Users**

49

By eliminating hand written forms, Family Counseling Services was able to decrease paperwork, increase clinic efficiency, and improve staff satisfaction.

Family Counseling Services is located in the upstate New York community of Cortland. They focus on substance abuse treatment services for individuals, families, and couples.

FCS Clinical Director, Pat Mellberg, maintains a clear vision for the future of her clinic: top quality patient care and a highly efficient staff. Of the many challenges that confronted her in achieving those goals, few were as daunting as those posed by all the requirements for paper forms and documentation. Maintaining compliance with all the NY state regulations took too much time, effort, and paper. It also could take days to prepare reports and analyses of the clinic operation.

Because of the special needs of running a substance abuse clinic, Pat's search for a software solution to improve her operation led her to ClinicTracker. One of her goals was to eliminate as much duplicated effort and time on paperwork as possible. "The reason we selected ClinicTracker for our facility was that all the components of scheduling, intake, document management, reporting, and billing were in one integrated package," says Pat.

Since many of the twenty counselors on staff were not computer savvy, Pat worked with the ClinicTracker staff to build a "conference room pilot" to train staff on how to use the integrated system and become knowledgeable about the entire array of features. She paired counselors together so they could help each other learn the system. What seemed to work best was to simply enter the data they had gathered from their last client intake. They all quickly became familiar with the system.



The benefits of using ClinicTracker have exceeded Pat's expectations. "We've decreased our paperwork by over 30% and improved employee satisfaction by 100% over the old paper process," she reported. "By eliminating the hand written forms, we're able to quickly retrieve any information required which is easier and more efficient".

The supervisors now have an alert mechanism for determining which paperwork needs completing and other clinical statistics. The built-in Messaging function

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allows any of the staff to "instant message" anyone on the system and provide supervisors with links to documents for their review and approval. With over 100 standard reports

built into ClinicTracker, any aspect of the operation can be viewed immediately. For example, if a warning is issued about a medication, Pat can instantly generate a report that shows all the patients using that drug. Notifying them and their prescribers becomes an easy task.

Pat sees the next step in her use of the ClinicTracker system with signature capture of patient forms. This will get her closer to her ultimate goal of eliminating paper. The ClinicTracker team has already developed the integration with signature capture devices and is ready to support that need when Pat is ready. She also is going to study all the remaining paper documents in the practice and look for other ways to incorporate them into the document management capabilities of ClinicTracker.

Looking forward, Pat sees that using the Evidence Based Protocol function in ClinicTracker will add higher level treatment instruments as well as enhance the quality of the care provided by her counselors.

**For more information about ClinicTracker please contact:  
[ClinicTracker@JAGProducts.com](mailto:ClinicTracker@JAGProducts.com) or call 315.633.4240**