



ClinicTracker Success Story

The Healing Connection

Clinic Snapshot

Name

The Healing Connection

Location

Fairport, NY

Website

TheHealingConnectionInc.org

ClinicTracker Implementation

October 2009

Number of Users

15

Achieving Continuity and Efficiency with ClinicTracker

The Healing Connection is a nonprofit 501(c)(3) organization that offers hope and treatment to adolescents and adults seeking recovery from an eating disorder. Located in the Village of Fairport (near Rochester, NY), The Healing Connection is home to a comprehensive, evidence-based partial hospitalization outpatient day program for both females and males. Their treatment model promotes stable, lasting recovery by providing structured support for seven hours each working day. To foster continued recovery, this multidisciplinary team works with patients to develop a variety of skills and connections.

The Healing Connection has been using ClinicTracker since October 2009 via the JAG hosting service.

The President of The Healing Connection, Mary Tantillo, Ph.D., offered these observations:

System Search and Selection

“We needed an electronic health record to help us launch our program. I wanted us to be progressive and use an electronic medical record instead of relying on a paper chart. I also anticipated that we would need to link our system to those of other programs (which is what New York State is advocating through its version of the Medicaid Redesign initiative).

We felt we would get a good return on our investment. The cost seemed reasonable compared to what other agencies reported they were paying. JAG sales staff were very helpful in guiding us to anticipate what would be involved in implementing the program. It also sounded like we would receive timely and helpful guidance if we needed assistance in the future. Having JAG host and maintain our EMR was also appealing because it would take the responsibility away from us. That was helpful because we did not have the money to hire IT staff.”



How effective was the Implementation?

“I felt the implementation went well and the training was well-designed and executed. My only concern was that a face-to-face orientation might have been better for a few of my new staff who were anxious and not computer savvy. Regardless, the training was effective. Hearing about the features and having someone walk us through during web-conferences was more informative than trying to read a manual. Realistically, staff don’t read manuals.”

How do new employees learn the system?

“It was not that hard for most of our staff. It was perhaps a little more challenging for those with less computer/EMR savvy. You can do most of what the program requires with a single mouse click. Also, JAG helped us customize the program by designing a daily billing note and comprehensive assessment that contained all the important information staff would need to document patient care. New employees (especially younger ones) are not intimidated by the system. They find it pretty easy to use. New staff are encouraged to review the Clinic Tracker Training slides when they are hired and are oriented to the system by our Clinical Coordinator.”

What are the key results of implementing ClinicTracker?

“Key results include fairly quick completion of group notes, daily billing notes, and collateral contacts. We have standardized documents with our logo that we can print out and send to

“(ClinicTracker) promotes efficient, coordinated, and continuous care.”

other providers. We can update the system on our own with new goals, services, etc. We can perform compliance checks that help with meeting a variety of regulatory requirements, e.g., corporate compliance requirements and site visit regulations. It’s also excellent that BillingTracker is closely integrated with ClinicTracker so we have one unified system.

ClinicTracker helps us stay on top of required paperwork. It promotes efficient, coordinated, and continuous care.”

Staff Efficiency

“ClinicTracker has reduced the time staff spend generating documentation. Aside from the fact that they can use pre-stored templates, they also like that they can log in from anywhere and complete paperwork on a laptop or home computer.”



Patient Care

“The software allows us to ensure coordinated care because we can keep on top of the treatment. For example, the therapy staff and psychiatrist can quickly access each other’s notes to check on any diagnostic or treatment plan changes, ensuring that care is delivered in an integrated and coordinated way. Having electronically entered data also ensures that notes are legible and accessible in a timely way. Outside providers appreciate our accessibility.”

Have you seen reduced paper usage?

“Yes, definitely. The only paper document we store is correspondence from other providers. While I know ClinicTracker allows us to scan those documents and add them to the patient chart, we haven’t done so yet.”

Reporting

“The reporting features are great, especially those related to compliance. We have generated all kinds of reports from ClinicTracker, e.g., by patient, staff person, insurer, etc.”

Expansion of the System

“At present we’re considering ePrescribing, including prescribing of controlled substances.”

Support

“Support is excellent. The staff are reliable and helpful. Inquiries are responded to in a timely way. It is important for us to know that support is always available, even after the initial implementation.”

ClinicTracker Connect is dedicated to supporting any Behavioral Healthcare agency with the most comprehensive functionality available. ClinicTracker Connect is one of the

“Support is Excellent.”

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, ePrescribing, 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