



# ClinicTracker Success Story

Community Health & Behavioral Services Division of  
Upstate Cerebral Palsy

## Clinic Snapshot

### Name

Upstate Cerebral Palsy

### Location

Utica, NY

### Website

UpstateCerebralPalsy.org

## ClinicTracker Implementation

July 2007

### Number of Users

31

By implementing ClinicTracker, Upstate Cerebral Palsy becomes instantly compliant with local and state regulations.

Located in Utica, New York, Community Health & Behavioral Services (CHBS) is an Article 31 Clinic that offers continuing day treatment, crisis intervention, vocational rehabilitation, and outpatient mental health services for children and adults.

Clinic Director, Gordon “Gordy” Dunham, was searching for an EMR solution that would help him with all the complex issues involved in managing compliance with Medicare/Medicaid as well as the NYS Office of Mental Health requirements. That meant ensuring that treatment plans were completed on time for roughly 1700 open cases. Of critical importance was tracking that each billed appointment was matched to a signed progress note. Gordy had to protect his agency from the serious penalties that can ensue when those notes are missing. As an experienced clinic manager, he knew that his operations would be in trouble if he couldn’t identify a rock solid system for maintaining regulatory compliance.

When Gordy did his research, he found only one program that was designed specifically for mental health clinics – ClinicTracker. Other EMR solutions only offered add-on modules that didn’t provide the comprehensive views and reporting that he needed for his agency. “Most of the other systems were designed for primary care practices, not a Mental Health Clinic like ours,” said Gordy. He added, “ClinicTracker fits our needs so perfectly. It’s like we designed it ourselves. And the program is incredibly easy to use.”



CHBS implemented ClinicTracker in July of 2007. By all accounts, the results have exceeded expectations. According to Kim Pecor, training coordinator, most of her clinicians had no prior experience using an automated system. Yet they quickly took to ClinicTracker because they found it easy to enter and access the information they needed on a daily basis. Clinicians love that the program's templates speed them through the paperwork tangle that they had come to despise. They appreciate all the time ClinicTracker saves them when organizing and writing reports.

Kim relates that one of the therapists called her recently to get a listing of all of the patients that had a specific diagnosis. In the past they would have gone to the

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records department and searched through thousands of paper records to compile the information into an Excel spreadsheet. Kim showed the therapist how to generate that list within seconds from his own desktop. What

would have taken days to accomplish was completed instantly with ClinicTracker's built-in reporting system.

CHBS is extremely happy with the assistance they've received from the remarkably responsive support desk. By allowing remote access to their system, all program updates are automatically applied with no intervention on their part and troubleshooting is a breeze. They have also taken advantage of the custom report service that's included in their software maintenance agreement.

CHBS plans to expand ClinicTracker by adding the fully-integrated BillingTracker financial system. It will completely automate and streamline their billing process.

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