



ClinicTracker Success Story

United Health Services

Clinic Snapshot

Name

United Health Services

Location

Binghamton, NY

Website

uhs.net

ClinicTracker Implementation

August 2004

Number of Users

37

United Health Services uses ClinicTracker to keep up with paperwork demands and scheduling requirements, fostering better patient care and improved client satisfaction.

Serving the Southern Tier of New York State, United Health Services is the Mental Health clinic associated with Binghamton General Hospital.

Ed Rivera, Manager of Outpatient Behavioral Health Services at UHS, has been using ClinicTracker since 2005 to manage an outpatient clinic that offers individual and group psychotherapy. UHS recently upgraded their version of ClinicTracker to take advantage of the many new features and performance enhancements provided as part of the ClinicTracker support agreement.

Before ClinicTracker, the staff was constantly forced to pull charts and records for reference and billing. Checking on unsigned progress notes, treatment plans, and medication records was always a challenge. They even had to print out billing sheets nightly in order to generate billing.

With ClinicTracker, Ed's staff now has complete access to all the patient information they need. It has also become easier for them to keep up with their paperwork and scheduling. Because ClinicTracker was developed by clinicians and administrators in the mental health field, it knows how to lead users through all the routines that are required to complete treatment plans, progress notes, and other documentation. Ed has no doubt that the program helps foster better patient care regardless of the type of service his clinicians provide.



Ed likes the benefit of having all the necessary documentation available when meeting with auditors. When the New York State Office of Mental Health arrives for unscheduled compliance visits, the system provides all the critical information immediately and from one source.

While Ed was concerned that his staff might balk at changes implemented with the upgraded version of the system, he found that he had no need to worry. His clinicians embraced the newer version because it made their jobs even easier. They also appreciated that they had more time to generate billable hours and spend with their patients. UHS is considering the expanded use of ClinicTracker to other

“We were blown away by the speed and new functionality in the product.”

parts of their facility so that they can integrate additional applications and continue to improve their efficiency.

According to Ed, “ClinicTracker has made my life much easier, especially when sitting with the auditors.” He added, “We see the documentation it provides as essential to good patient care. Our missed appointment rate is down due to our ability to view the on-line reports provided. We’re able to quickly re-fill appointments and keep our revenue stream higher.”

**For more information about ClinicTracker please contact:
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