ClinicTracker Success Story

Family & Children's Society

Achieving Efficiency and Meaningful Use with ClinicTracker

Since 1941 the Family & Children's Society (FACS) of Binghamton has been a leader in providing a broad range of services to families. Beginning as a family counseling service caring for residents of Broome County, New York, their programs and services have grown to include mental health, general counseling, adolescent services, sexual abuse treatment, home care, and school-based services (including after school programs).

FACS implemented ClinicTracker in February of 2008. With over 60 current users, they have adopted the full complement of modules including BillingTracker, Insurance Verification, and Call Reminder Services. They also schedule and track the activities of another 45 staff members who provide in-home services.

The Executive Director of FACS, Mr. Fred DuFour, offered these observations:

System Search and Selection

"We had to replace our old DOS-based CMHS system with a Windows-based solution. After considering many options, we chose ClinicTracker because it was easier to use and a great value."

Key Results of Implementing ClinicTracker

"ClinicTracker has simplified our intake process, made formulating client Treatment Plans much more efficient, and streamlined our scheduling. The Automated Reminder Call System has saved hours of staff time."

"Implementing and customizing any new software requires hours of consultation and training. It's a process just getting staff to accept the change. The ClinicTracker support staff has always been responsive to our requests for adjusting the system to the complexities of our operation."

Staff Efficiency

"Sophisticated scheduling capabilities, tracking client contacts, and instituting automated reminder calls have greatly improved our efficiency. The load-forward feature for notes and drop-down menus help to speed the process of recording client information. Eventually we would like to see more staff use CT in sessions to set safety and treatment plan goals."

"Former employees have commented that they miss ClinicTracker's easy to use system for navigating through templates."

Patient Care

"Because our staff spend less time typing notes, they can devote more time to client care."

Reduced Paper Use

"All notes are stored within ClinicTracker. Scanning documents into the client record is a great feature we will be utilizing even more in the future. Our plan is to ultimately do away with the paper file entirely."

Reporting System

"The built-in Compliance features in ClinicTracker have made it possible to stay compliant with the NYS Office of Mental Health paperwork requirements."

Meaningful Use

"We applied for and received our first incentive check for the Electronic Health Record (EHR) government reimbursement (HITECH Act). We will be upgrading to the newest version of ClinicTracker soon so that we can continue in the process of meeting the 2014 criteria for Meaningful Use Stage 2."

Expansion of the System

"We're working on educating our staff on features of the system we would like them to use so that they'll be more efficient. We also see ClinicTracker as central to our plans for expanding into satellite school-based clinics."

Overall Impression

We would highly recommend this software to any organization. It's intuitive and feature-rich. The support staff is remarkably capable and accessible."

ClinicTracker is a robust, future-proof mental health and substance abuse EHR. Dr. Michael Gordon, a renowned clinical psychologist, and Joshua Gordon, an award-winning software engineer, founded the company in 2000. ClinicTracker EHR's powerful software empowers your agency to succeed. ClinicTracker will automate all of your clinic routines, boost staff productivity, increase billing efficiency, and provide the tools you need to manage your clinic effectively. While mental health and substance abuse agencies are the most common group of users, foster care agencies, social services, equine assisted therapy programs, university clinics, academic counseling systems, family counseling services, and eating disorder clinics also take advantage of our powerful software.