



ClinicTracker Success Story

Oregon Community Programs

Clinic Snapshot

Name

Oregon Community Programs

Location

Eugene, OR

Website

www.OregonCommunityPrograms.org

ClinicTracker Implementation

July 2013

Number of Users

80

ClinicTracker's customizability was pivotal in helping Oregon Community Programs (OCP) develop highly effective workflows, documentation management, and reporting.

OCP is a private, non-profit corporation in Eugene, Oregon. Committed to evidence-based treatment for children and families, their mission is to provide training, consulting and outreach services to promote a positive family life. In addition to outpatient mental health treatment for children and families, the organization's programs include early intervention foster care; monitoring for troubled youth; individual counseling and skills training; and psychiatric medication management. Their internationally recognized Multidimensional Treatment Foster Care program, a behavioral treatment alternative to residential placement for adolescents, has been shown to be effective for both boys and girls.

We interviewed Dr. Peter Sprengelmeyer, executive director, to better understand his agency's experience with ClinicTracker. We asked him about topics including their EHR search and selection process, implementation, and staff efficiency as well as patient care, green initiatives, and customization.

Selecting EHR Software

OCP began searching for an EHR in 2013 because of emerging federal mandates requiring adoption of computerized records and demonstration of Meaningful Use. ClinicTracker fit the bill because it has always been geared specifically for clinics and agencies that serve patients with mental health conditions. OCP purchased ClinicTracker in July 2013 to meet the various deadlines that the government established. They have been loyal and satisfied customers ever since.

Implementation

Dr. Sprengelmeyer acknowledged that implementation took staff longer to accomplish than anticipated. "This was due to our inability to plan and structure our workflows," he told us. "This was a valuable lesson for us and is crucial to anyone who is implementing an EHR." His experience is indeed a common one for agencies.



EHR/practice management software works best when agencies have first thoroughly considered their workflows, from intake to discharge. It's the organization that should determine their processes, not the specifications of a software program. Our implementation staff worked diligently with OCP to tailor the software to fit their exact needs.

Training

The learning curve for staff at OCP has been fairly short for most people. "We provide two hours of initial training as part of the onboarding process," Dr. Sprengelmeyer says. Since they've been using our software, OCP has not suffered the frustrations and inefficiencies that so many organization experience when they adopt an EHR. "ClinicTracker has had no adverse effect on patient care," he says.

Documentation Management

Like most agency directors, Dr. Sprengelmeyer appreciates how ClinicTracker organizes and facilitates the paper flow: "ClinicTracker has consolidated all our clinical paperwork in a single location," he says. Eliminating paper and tying documents into workflow and compliance routines have made for an efficient operation.

Revenue Management

Getting full control of revenue cycle management is crucial to the viability of behavioral health agencies. To keep monies

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flowing, the clinical and financial arms of the operation have to work in sync, whether that's making sure progress notes are signed or clinicians know about insurance authorizations. And billing people need to have a system that knows about all the many complexities of

billing for mental health services. Dr. Sprengelmeyer is especially pleased that, since implementing ClinicTracker, OCP has experienced fewer denied claims than in the past.

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.