

Behavioral health practice EMR

By

smartDataTM
ENTERPRISES
Scaling Expectations

CMMI Dev/3 Organization



Behavioral health practice EMR

-Problem Statement:- The client was dissatisfied with Therapy Notes due to several limitations, including the lack of lab integration and frequent disruptions in the e-prescription feature. The custom reporting capabilities did not meet expectations, and the timesheets and staff management functions were subpar. Video conferencing features were also not as per his expectations. Additionally, the data export process was cumbersome, and the platform lacked modern features like AI and machine learning. As the client's practice locations and business grew, they sought to leverage technology to better meet their evolving needs. The absence of a patient portal and mobile app further contributed to their dissatisfaction.

Solution

As a solution, we are creating an SAAS based HIPAA compliant EMR system tailored to his business needs for a mental health practice with specific focus on substance abuse patients, behavioural health, and ADHD, PTSD and Anxiety suffering clients/patients. Proposed solution will take care of his business needs and addressing problem areas with integrations with Lab, Pharmacy also leveraging AI for transcription of notes and validating files ICD/CPT codes and integrated Claim processing. Patients will also be using mobile application as well as web portal for registration and complete their intake/initial screening process by submission of general documents and insurance forms, after intake they can either book in-person or Telehealth appointments with therapists. He Shall use same initially for his own business needs then plan to sell with subscription.

Core Features/Advantages

1. SAAS based architecture
2. Patient intake documents and insurance forms filling
3. Multiple locations of a same clinic
4. DAP notes (Therapy/SOAP notes)
5. Messaging and Telehealth among therapists and patients
6. Group therapy
7. Eprescription
8. Labs integration for sending lab test orders by therapist
9. Prescription drug monitoring program API integration as per state laws
10. Medical billing & RCM

Challenges & Solutions

Challenge	Solution
<p>The client currently relies on a third-party EMR to handle profiles of clinic therapists and staff, aiming to streamline patient appointment scheduling, eRX, lab orders, and medical billing. However, with plans to expand services through new clinic locations across the US, they face increased monthly subscription costs and limitations on customizing the services provided by the third-party EMR.</p>	<p>Our strategy begins with the strategic development of software allowing clinic administrators to register various clinic locations across the US through a user-friendly interface. This software will manage therapists and staff members specific to each registered clinic location in the backend. We plan to establish this as a SaaS-based architecture, enabling our client in future to sell subscriptions to other medical practices and further customize the software according to their specific requirements.</p>
<p>Inadequate revenue cycle management by behavioral care organization is among the primary factor contributing to treatment costs being so high.</p>	<p>Our solution aims to reduce administrative paperwork for the client by streamlining insurance eligibility verification, claims creation, submission, and reimbursement from payers using an integrated clearinghouse. This approach helps prevent claims denials and revenue loss for the clinic, allowing therapists to concentrate on delivering value-based care to their patients.</p>
<p>Safeguarding patient information and ensuring strict confidentiality is crucial in the behavioral health domain. Compliance with HIPAA regulations and maintaining data security pose significant challenges.</p>	<p>Our solution prioritizes patient data security and confidentiality. We implement state-of-the-art encryption protocols, access controls, and regular security audits to ensure compliance with HIPAA regulations and protect sensitive information. Please note third-party HIPAA audit is not included in the scope.</p>
<p>EMR need solutions that can scale with their growing needs and adapt to evolving industry standards and regulations.</p>	<p>Our solution is built on a scalable and adaptable architecture that can grow alongside your practice's needs, allowing for easy updates and customization to meet evolving requirements</p>

Screenshots

- [Dashboard](#)
- [Manage User](#)
- [Manage Patient](#)
- [Appointment](#)
- [Clearing House](#)
- [Manage Payer](#)
- [Master](#)
- [Logs](#)
- [Billing](#)
- [Mailbox](#)
- [Payroll](#)

610
Total Tasks

345
On Going Tasks

211
Completed Tasks

Upcoming Tasks See All

Due Date : 30 Jul
Medical Appointment 92% Completed

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Due Date : 30 Jul
1:1 Meeting 92% Completed

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Meetings 92% Completed

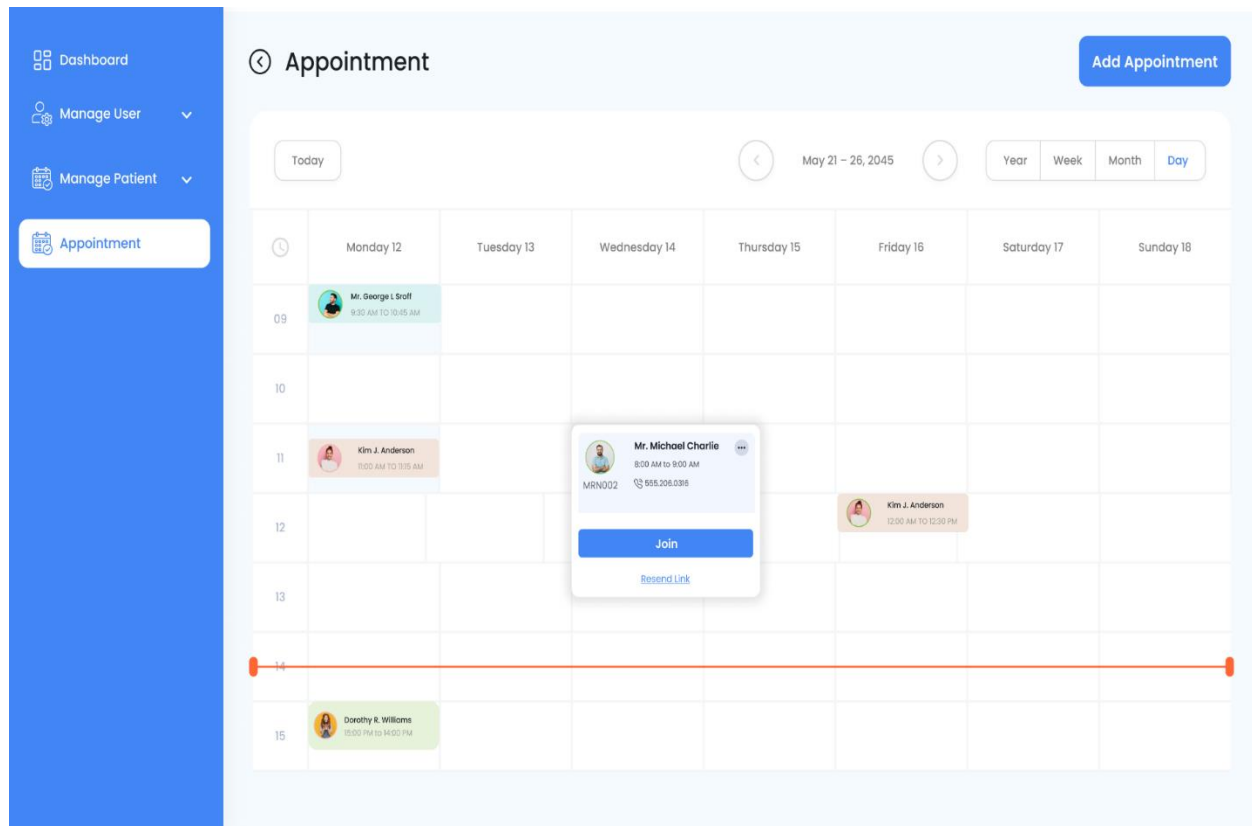
Due Date : 30 Jul
Meetings 92% Completed

Notifications See All

- Stella have meeting
29 April, 2024 | 04:00 PM
- Diva had session
29 April, 2024 | 04:00 PM
- John added the plan 3
29 April, 2024 | 04:00 PM
- Opra sent a message
29 April, 2024 | 04:00 PM
- Rita Sent a message
29 April, 2024 | 04:00 PM

Appointments

Practitioner	Client Name	Day	Date	Status	Action
John Doe	David Smith	Mon	01/July/2024	Pending	
John Doe	Carol Johnson	Tue	02/July/2024	Rendered	



Conclude

- Establishing its architecture as SaaS model to attract new customers enabling our client to potentially offer it to similar medical practices via subscription in future.
- With plans to expand medical services and open new offices across the US, the solution will be customizable to support future feature enhancements.
- Clinic administrator will have the ability to view, add, update, and remove registered locations of their clinic across different US locations.
- Administrator can also create and manage user accounts for therapists and staff members at registered clinic locations.
- Therapists can schedule group therapy sessions with patients.
- Minimize paperwork by automating revenue cycle management streamlines processes such as insurance eligibility verification, claims creation, submission, and reimbursements, reducing operational costs and enabling therapists to focus on providing quality care.
- Features including DAP notes, e-Rx, labs, group therapy, and scheduling facilitate seamless collaboration, leading to improved care coordination and patient outcomes.

- The scalability of the solution ensures that the clinic's investment is future-proof, minimizing the need for frequent system upgrades and adaptations to changing healthcare technology landscapes.
- Domain complexity and engineering complexity is taken care by using an expert consultant smartData who have done this before

SmartData