dr chrono®
by EverHealth

EHR Software Buyers Guide

Your Path to Practice Success

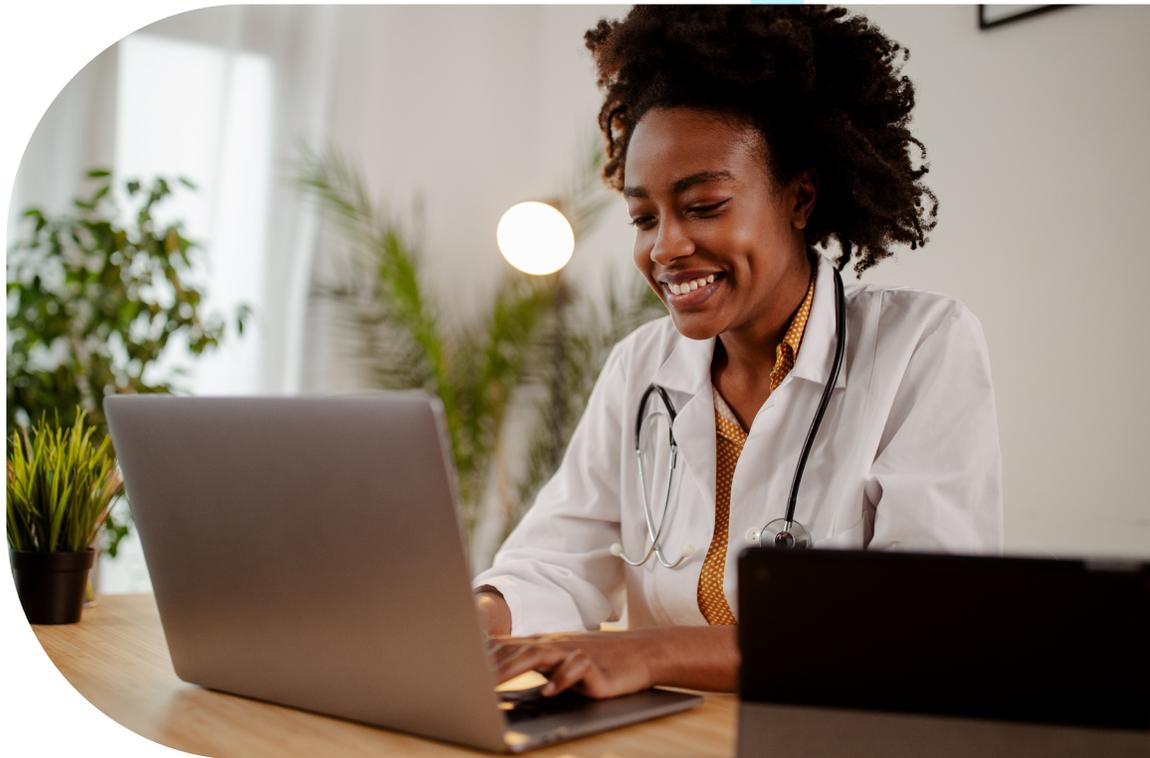# What you need to know when choosing an EHR that works for you

Healthcare today is at a turning point. Practices face increasing demands for efficiency, patient engagement, and quality outcomes— all while managing complex workflows and financial pressures.

This guide explores how DrChrono empowers practices by addressing these challenges across every stage of the patient lifecycle. Through a combination of AI-powered solutions and clinically driven workflows, your practice can deliver high-quality care, enhance patient engagement, streamline operations, and accelerate growth.

Table of Contents

Critical Components to Success

AI-Powered Practice Efficiency

Empower your practice with AI-driven healthcare tools and EHR software, designed to simplify workflows, reduce administrative burden, boost patient engagement, and optimize financial performance.

Digital Patient Engagement

Enable convenient, seamless interactions through tools like online scheduling, telehealth, and automated outreach.

Practice Growth

Attract and retain patients while improving financial performance, improving patient satisfaction, and driving long-term growth.

High-quality Care

Use data-driven insights, and care coordination tools to enhance clinical outcomes.

Billing Management

Streamline financial operations and minimize denied claims through automated billing processes and real-time insurance eligibility verification.

> **"**
>
> I've had a great experience with DrChrono. It's a lot more efficient than past EMRs I've used. There are a lot of things I can do online. Communication with patients, sending reminders, documents. It's all in one place versus having to document on paper. It's just great overall.
>
> **Dr Alex Foxman**
> Premier Beverly Hills Internal and Family Medicine Practice

Transform Your Practice with DrChrono

Meet DrChrono—an all-in-one AI-powered EHR that powers your practice from one easy-to-use platform. Seamlessly connect your patient engagement, clinical workflows, and billing and payment collection to take your practice to the next level. Delivering a connected care experience, DrChrono supports practices from the first digital interaction to post-visit follow-ups. From AI-powered clinical documentation to predictive patient scheduling, DrChrono helps you maintain growth while continuing to deliver high-quality care.

AI-Powered Practice Efficiency

AI-driven healthcare tools and EHR software, designed to simplify workflows, reduce administrative burden, boost patient engagement, and optimize financial performance.

EverHealth Scribe AI-Powered Clinical Documentation

With our AI-powered systems, charting, documenting, and record keeping is simple and efficient, allowing your practice to thrive.

HIPAA Compliant, Secure, and Transparent

Our AI tools ensure your data remains encrypted and protected, and that it is never used outside your workflow.

Predictive Patient Engagement

Our predictive model AI technology enhances care coordination to proactively support patients at high risk of missing appointments and minimize no-shows, increasing attendance and patient engagement.

Embedded Billing Operations

From real-time eligibility checks to improving clean claims rates, our intelligent workflows help your team improve financial performance.

> "
> Out of the many EHRs I've used in 15 years, DrChrono has by far the most user-friendly and simple platform to use. The thought process used by the team who built DrChrono puts first the doctor's efficiency and time.
>
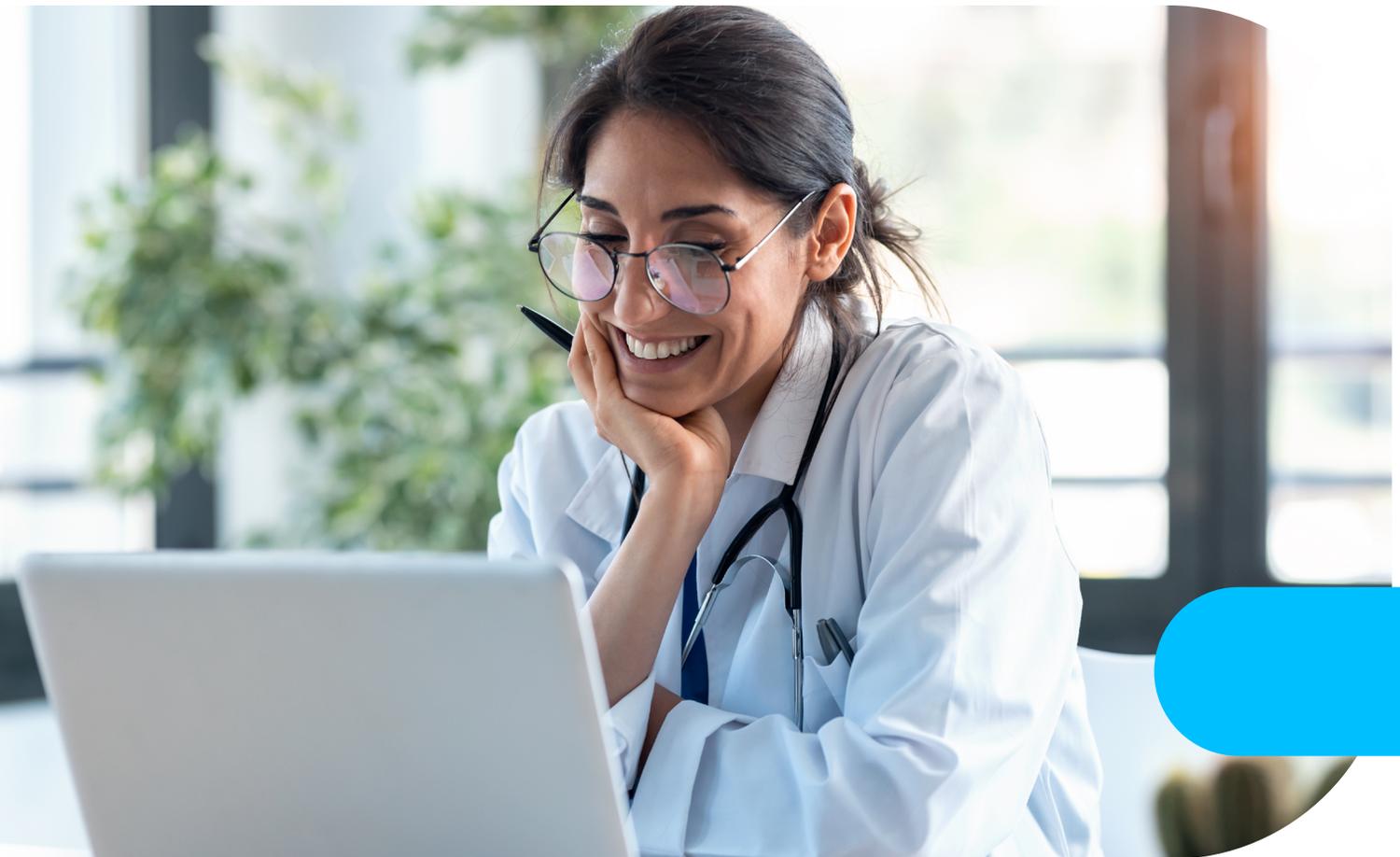> **Dr. Giugius Jr.**
> Healthy Brain Center

Operational reporting for ongoing charge management

Generate critical reports that give you the data you need to optimize practice operations, from patient payment analyses to no-shows and invoice reviews.

Performance pulse checks with surveying capability

Regular pulse checks on how your practice performs are critical, but manual surveying is time-consuming and unrealistic. Automate the survey process in just a few easy steps.

Maximize the Potential of your EHR

Electronic health records (EHRs) are foundational to medical practices. A modern, mobile-friendly EHR can be a game changer, helping your practice run more efficiently and allowing providers to spend more time with patients. The right EHR works for you—not the other way around.

Reliable access

With a modern, HIPAA-compliant platform, you can trust that your critical records are always available, from any device, at any time. No more resorting back to manual task management, which wastes time and money.

Seamless integration

An EHR that integrates securely and efficiently with other technology ensures you have streamlined patient record access and remain compliant with increasingly stringent state and federal standards.

Effortless navigation

No more waiting on a rigid system with fixed medical forms that require countless back-and-forth clicks to input clinical notes, send prescriptions, and manage clinical workflows. With customizable chart navigation, you can align your tools with your workflow, reducing admin time and enhancing patient interactions.

75%

of physicians with burnout symptoms blame their EHR system.

Source: NIH National Library of Medicine

Digital Patient Engagement

DrChrono offers a range of features that enhance patient engagement and streamline communication.

Scheduling and intake

Patient-driven scheduling, onboarding, and check-in reduces no-shows and creates a better customer experience that puts them in the driver's seat. Automated reminders, available via phone, text, and email, also ensure patients stay engaged and receive the best care.

Telehealth

A secure, HIPAA-compliant telehealth portal available directly from the EHR on mobile and desktop devices allows providers to access charts without leaving the appointment.

Stronger communication with OnPatient portal

A secure messaging platform allows patients to schedule appointments, self-onboard, pay bills, and provide medical and insurance documentation. Providers can also share medical and education material, and patients can engage with them directly about care.

> "
> Modernizing the healthcare industry should be like modernizing any other industry. Healthcare should be more fluid, and we wanted an EHR that can help us take advantage of that.
>
> **Dr. Nicholas Beatty**,
> Regenerative SportsCare Institute

55% of patients were "much more satisfied" with telehealth care than in-person care, and **60% found virtual care** more convenient.

Source: McKinsey

Practice Growth

Grow your patient base and maximize revenue potential with DrChrono's powerful, patient-centered platform.

Modern digital front door for patient attraction

Easily attract and retain patients with online scheduling, pre-visit intake forms, and automated outreach—removing barriers to care and improving the first impression of your practice.

Engage patients between visits

Keep patients connected with automated follow ups, personalized care plans, and continuous engagement tools that build long-term loyalty and satisfaction.

Revenue cycle optimization for sustainable growth

Streamline billing and claims processing and get clear financial analytics, so you can accelerate collections and make smarter business decisions.

Data-driven growth with predictive analytics

Gain actionable insights with integrated reporting and analytics tools to identify trends, improve retention, and expand high-value services.

Billing Management

Whether it's through DrChrono's built-in software or revenue cycle management team, practices can cut down on manual billing tasks and grown their bottom line.

Optimized claims processing for strong cash flow

With a goal of addressing claims denials within 48 hours, DrChrono's revenue cycle management team's experienced, specialty-specific billers give you financial peace of mind without adding more to staff's plate.

24/7 insights with financial dashboards and reporting

Dive deeper into areas of your practice that need more attention. Intelligence tools give practices real-time insights into their finances, as well as billing optimization reviews, coding audits and reimbursement analyses.

Medical Billing Software

DrChrono's medical billing capabilities allow practices to take advantage of time-saving shortcuts and intuitive workflows, such as real-time eligibility verification, denials analysis, cost estimate tools and billing profiles that help streamline the claims submission process.

Revenue Cycle Management

Practices can't sustain themselves without efficient billing operations. DrChrono's billers have extensive experience across all specialties, while using innovative technology to inform financial projections and boost revenue— at a fraction of the cost.

Real-life Example: Healthy Brain Center

At Healthy Brain Center, the telepsychiatry team now has a better understanding when case flow is trending lower or higher than anticipated, well before the end of the month or quarter.

"They [Dr.Chrono] go after denied claims and resubmit them or contact us for missing information. They'll call insurance companies and ask why claims are delayed," Dr. Shadee Giurgius Jr. said. "They're also hands on with patients, and they're easily accessible."

High-Quality Care

DrChrono is designed to streamline clinical workflows, enhance patient care, and help drive positive clinical outcomes.

Seamless prescription and diagnostic ordering

Get e-prescribing, including EPCS functionality, and order from 40,000+ labs. Access patients' prescription history and preferred pharmacies, with results showing up in patients' charts.

Health Information Exchange (RecordSync)

Connect to a network of 600K+ physicians, 50K+ clinics, and 4K+ hospitals to understand historic patient records and provide comprehensive care.

Intelligent, customizable clinical documentation

From AI-powered clinical documentation to free drawing capabilities and robust medical templates, get tools to make the most informed clinical decisions.

Interoperability

Stay on top of all compliance standards, including ONC certification.

Extensive API library

Deep integration with more than 50M API transactions processed per month.

A Connected End-to-End Experience

Patients and providers are seeking a more connected, digital care experience that streamlines the entire care journey. The right EHR helps create a more connected, digital care experience by integrating everything from appointment scheduling to follow-up communication into a single, cohesive platform.

With DrChrono, you can streamline workflows, enhance patient engagement, and deliver more personalized care. Our all-in-one EHR enables you to improve patient satisfaction, enhance operational efficiency, and ultimately provide a more seamless patient care journey that starts long before the patient visit and continues through follow-up visits and communication.

Pre Visit   Building engagement before the appointment

In Visit   Enhancing efficiency during the patient visit

Post Visit   Driving follow-up care and payment collection

Between Visits   Maintaining continuous patient engagement

Pre Visit

Challenges You Face

Missed appointments, inefficient scheduling, lack of pre-visit prep

How DrChrono helps

Predictive Scheduling

Our predictive model AI technology enhances care coordination to support patients at high risk for missing appointments and minimize no-shows, increasing attendance and patient engagement.

Digital intake

A digital intake process lets patients upload records and sign digital consent forms, while staff verify information before the first appointment.

Insurance Verification

Automate bulk eligibility checks or run real-time queries before appointments to prevent claim rejections.

Value Delivered

Increased show rates, improved patient retention, automated administrative tasks, and improved clinical outcomes

In Visit

Challenges You Face

Lengthy documentation, disconnected systems, limited time with patients

How DrChrono helps

Modern and customizable user interface

A modern customizable ERH allows providers to work efficiently while leveraging innovative workflows that save time and improve care.

EverHealth Scribe: AI-Powered Clinical Documentation

With our AI-powered systems, charting, documenting, and record keeping is simple and efficient, allowing your practice to thrive.

Actionable patient summaries

View patient information in a single, unified format through a comprehensive patient summary.

Interactive dashboard

A comprehensive, customizable view of calendars, patient profiles and upcoming tasks helps streamline operations and increase practice efficiency.

In Visit

How DrChrono helps

Seamless calendar management

External calendar viewing and direct access to patient profiles from calendar appointments and virtual queues saves staff and providers' time.

Task management

Using a task management system baked into your EHR means you and your staff don't have to write down checklists or operate from memory.

National Health Information Exchange connection

Connecting to the Health Information Exchange improves access to medical records while maintaining patient confidentiality and HIPAA compliance.

Value Delivered

Reduced documentation time, improved care quality, increased provider satisfaction

Post Visit

Challenges You Face

Lost revenue opportunities, poor follow-up, delayed billing

How DrChrono helps

Optimized patient statements and enhanced delivery

Generate detailed billing statements on-demand, with analysis and filtering tools to understand appointment and billing trends.

Flexible payment options

Payment flexibility reduces patient stress while maintaining practice financial health.

Refined billing and claims dashboards

Full transparency into the claims process, from visit to reimbursement, enables accurate cash flow projection.

Advanced reporting

From patient records to appointments, quickly and easily compile concise reports on any aspect of your practice's operations.

Value Delivered

Faster, more accurate billing, increased collections, improved patient engagement

Between Visits

Challenges You Face

Care gaps, lack of ongoing engagement, poor adherence to treatment plans

How DrChrono helps

Whole person care

Offer flexible payment options and easy communication tools to support patients' emotional and financial wellbeing.

Secure messaging

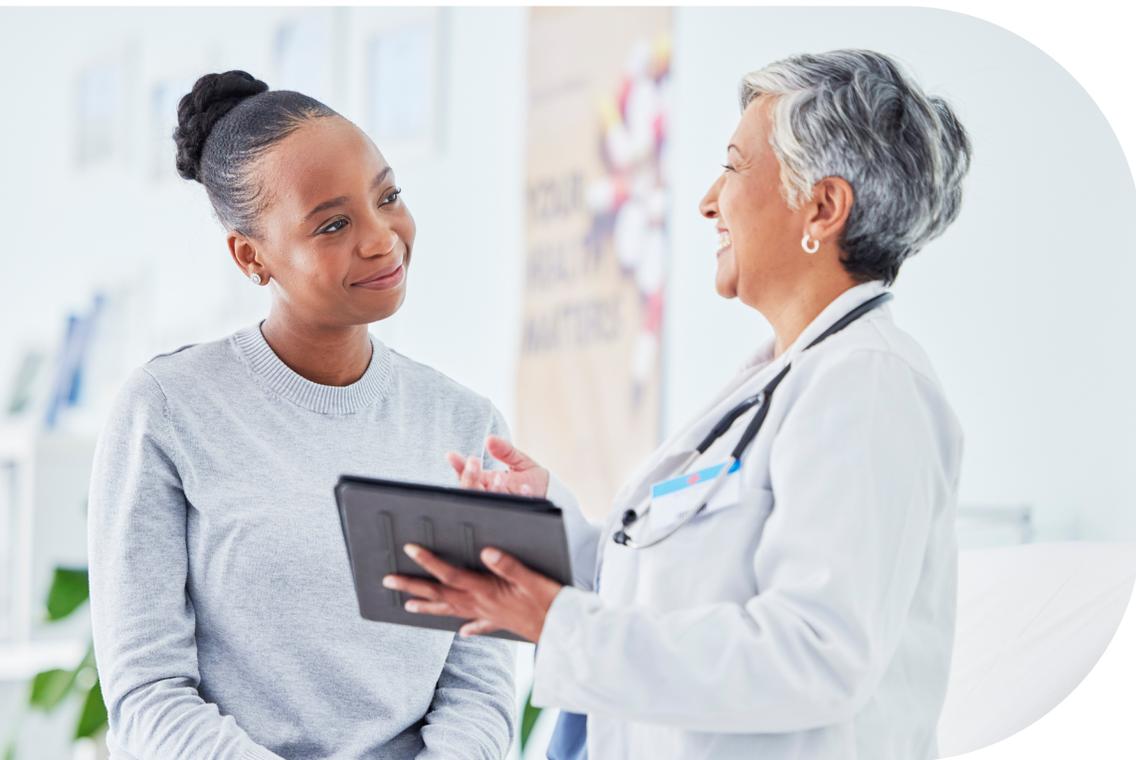Prioritize patient confidentiality and stay current with technology standards.

Value Delivered

Increased patient retention, improved outcomes, increased follow-up appointments

The Ultimate EHR Selection Checklist

☐ **Meaningful Use Stage 1 and 2 Certified**: Select an EHR that is certified for Meaningful Use. Even if you do not see federally insured patients, certification demonstrates an EHR platform has met stringent safety standards.

☐ **Workflow customization**: EHR platforms should provide foundational, specialty-specific clinical forms and templates.

☐ **Cloud-based mobility**: The ability to reliably and securely access your EHR via desktop or mobile device should be a standard function of your platform.

☐ **Patient portal**: Ensure patients have a seamless way to book appointments online, access their medical records and test results, and securely message their physician. Providers should be able to access a patient portal directly from the EHR to send invoices, educational materials, and messages to patients.

☐ **Integrated eRx, labs, and referrals**: Check for eRx and EPCS capabilities, integrated with the most common systems, including LabCorp, Quest, and SureScripts.

☐ **Medical billing**: Eligibility checks, denial analysis, billing dashboards, and clearinghouse integration will prevent your practice from falling behind on revenue.

☐ **Patient check-in**: Ensure patients can check in through the app prior to arrival, and staff can also hand over an iPad to input their information—easily syncing to the EHR.

☐ **Advanced clinical features**: Ensure time savers like macros and medical speech-to-text are easy to implement and use across your practice.

☐ **Data flexibility and portability**: EHRs should have a HIPAA-compliant, reliable cloud storage system, which also allows for seamless syncing and back-up generation.

☐ **FHIR API third-party integrations**: An EHR can serve as a launchpad for new digital health applications, meaning forward-thinking API standards are paramount.

☐ **Native telehealth software**: Telemedicine software allows providers to conduct visits with full access to records and notes without toggling between applications.

☐ **Structured implementation**: Make sure your vendor offers a dedicated expert to guide you through the process and provides a structured plan with training modules.

Deep Dive: Choose What's Right for Your Specialty

Family medicine

With DrChrono, family medicine practices have important tools at their fingertips, such as family record linking and age-specific templates, to ensure comprehensive care.

Internal medicine

DrChrono's internal medicine customers can leverage powerful reporting and automation tools to manage comorbidities and complex care needs. Providers can leverage pre-formatted chronic care management workflows or customize their own, and medical billing and Revenue Cycle Management services allow for risk adjustment and HCC coding.

General practice

General practitioners need an EHR platform that has a lean tech stack for easy set-up but can also accommodate a host of specialty-specific workflows, from urgent care needs to obstetrics care. With a sleek, intuitive design, small general practices, including solo practitioners, find the DrChrono EHR an ideal solution for practices that operate with limited resources.

Pediatrics

DrChrono's pediatric practices rely on whole-family features for better staff coordination, secure messaging portal for easy communication and record sharing, as well as pre-built yet customizable pediatric workflows for operational efficiency, from growth charts to vaccine codes.

Podiatry

With DrChrono's fully integrated lab functionality, podiatrists can order X-rays, bone scans and MRIs with just a couple clicks. Free draw capabilities allow providers to annotate uploaded photos or take them directly from the DrChrono application.

Psychiatry

DrChrono psychiatry practices can e-prescribe, including for controlled substances, and all mental health practitioners can use video visits for patients seeking therapeutic services from home.
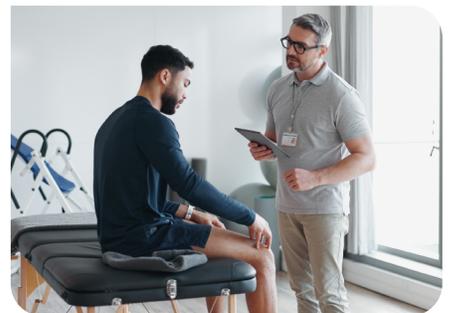

Behavioral Health

With DrChrono, behavioral health providers can deliver secure virtual counseling sessions, manage group therapy scheduling, and track patient progress with customizable treatment plans—all-in-one intuitive platform.

Physical Therapy/Occupational Therapy

DrChrono offers a tailored solution for rehabilitative services. The customizable dashboard equips physical and occupational therapy practices with evidence-based templates, progress tracking tools, and outcomes measurement to support patient recovery and independence.

What's the ROI?

With DrChrono medical billing software and revenue cycle management services, practices see both quantitative and qualitative improvements. Cleaner claims rates, fewer denials, and quicker resolution lead to high revenue. Stronger practice management capabilities give patients autonomy and help facilitate strong relationships with providers, which reduces no-shows and increases engagement.

> "
>
> DrChrono's EHR application on the iPad is fast, easy to learn and gives me and my staff more time to focus on the patients and their needs. Being paperless has enabled me to be more organized and effective-it is exactly what I had been looking for and I'd recommend it to anyone!
>
> **Dr. Christine Stewart**
> Wilderness Family Chiropractic

Practices of all sizes and specialties, from podiatry to physical therapy and family medicine, have seen operational efficiencies across all aspects of their practice with DrChrono, from billing to practice management.

DrChrono's all-in-one AI-powered EHR adapts to your needs and lets you focus on what matters the most. Your Practice is Our Priority

Get Demo

dr chrono®
by EverHealth