dr chrono®
by EverHealth

Choosing the Right EHR for Your Behavioral Health Practice

Taking Your Practice to the Next Level with DrChrono

We understand that behavioral health providers don't have the same operational and clinical needs as doctors focused on physical care. Mental health treatment tends to be more ongoing, and its success isn't always linear. Counselors, psychologists, and therapists need an EHR platform that can accommodate these unique differences.

Whether you have an independent mental health practice or manage patient care in a private behavioral health practice, this guide will help you sharpen your focus on the platform that delivers high-quality patient care, optimizes revenue cycle management, and streamlines clinical operations.

We'll explore the top EHR features essential for a successful behavioral health practice and demonstrate how DrChrono, an all-in-one AI-powered EHR, can meet your unique needs, helping you deliver exceptional care across the entire patient care lifecycle, from pre-visit to post-visit follow-up and everything in between.

EHR Tools for Advanced Patient Care

DrChrono's all-in-one AI-powered EHR supports Behavioral Health needs by offering a suite of powerful AI-driven healthcare tools and features that support faster diagnostics and tailored patient documentation. Behavioral health practices will appreciate its fully integrated platform with streamlined features and personalized tools, including:

Assessment and Intake Tools

Standard, cut-and-dry intake forms typically focus on the medical history of patients' physical health, but they don't always include important fields related to their mental health history and symptoms. DrChrono has pre-built intake and assessment forms to help practices get started, but they're also fully customizable to meet your needs.

Access to Popular Mental Health Screening Tools

In addition to specialty-specific workflows and medical forms, DrChrono customers gain access to other solutions, such as mental health screening tools. For instance, practices can subscribe to GoodTherapy—a DrChono partner—which grants connection to a therapist directory of patients actively seeking care. This can help providers can grow their client base, which also helps prospective clients find a professional who best fits their needs.

Session Notes and Scheduling

Medical forms and notes should be formatted in a way that is conducive for talk therapy, not for a traditional physical wellness check-up. Session notes are quick to access in the patient profile and can also be accessed from the video visit. With concise, easy-to-read notes, providers can also track patient progress and set reminders.

Medication Management

DrChrono EHR allows you to view comprehensive medication tracking and management directly from a patient's chart, even when you're in the middle of a video visit.

Scheduling and Reminders

Online Patient Scheduling and Self-service Portals

Your EHR needs a patient portal, where patients can easily schedule, cancel, or change their appointments, upload pertinent medical records, and access their video visits.

Automated Appointment Reminders and Notifications

Unlike other health specialties, therapists and mental health counselors often see patients on a weekly or biweekly basis. An EHR with intuitive yet powerful appointment reminder and notification capabilities will reduce no-shows and prevent wasted administrative tasks.

Predictive Patient Engagement

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

The **no-show percentage** is 2x higher for clinics without patient self-scheduling.

Source: PubMed Central

Medical Billing and Insurance

Integrated Billing and Claims Management

DrChrono's medical billing software, accessible within the EHR platform, allows staff to streamline the claims submission process, especially for some of the most common billing codes and procedures. Get real-time updates on the status of your claims and immediately know whether anything needs another look for re-submittal. View billing reports and analytics in a centralized billing dashboard without ever leaving the platform.

Clear and Transparent Insurance Eligibility and Benefits Verification

DrChrono's time-saving shortcuts, such as real-time eligibility verification, denials analysis, and cost estimate tools help staff cut down on tedious tasks and provide a more pleasant patient experience.

Integrated, Simplified Payments

There are several ways practices can streamline payments within the DrChrono portal. The OnPatient portal allows for in-app payments and provides a digital record of statements for easy reference. Providers can automate statements both in the portal and through their integrated payment processor.

Revenue Cycle Management for Maximum Profit

Therapists and counselors typically work on thinner margins than many other healthcare specialists, meaning billing errors can be especially costly.

DrChrono's team of specialty-specific, certified billers and in-house compliance officers handle the lifecycle of your claims, from initial submission to prior authorizations and denial follow-ups. They also keep you updated on your practice's cash flow and revenue projections, while speeding up denial turnarounds and boosting clean claims rates.

Powerful Patient Engagement to Enhance Patient Care

HIPAA-Compliant, Secure, and Transparent

Secure Video Conferencing for Remote Patient Consultations
Any therapist's EHR should also accommodate HIPAA-compliant video visits directly within the EHR without additional downloads or set up. Our AI tools ensure your data remains encrypted and protected, and that it is never used outside your workflow.

EHR Integration for Seamless Patient Recordkeeping
DrChrono allows access to patient records without having to leave the video visit, allowing for uninterrupted remote care.

Patient Portal

Strengthen relationships, encourage treatment adherence, and reduce no-shows with DrChrono's OnPatient portal, a secure messaging platform that facilitates provider-patient communication, appointment scheduling, and medical record access.

55% of mental health appointments are remote.

Source: The Washington Post

Security and Compliance Features to Consider

Client confidentiality is one of the highest, if not the highest, priorities for therapists and counselors. DrChrono is both HIPAA and HITECH compliant, meaning customers' electronic records are fully secure. The platform is also ONC compliant, ensuring the highest technical standards set by the U.S. Department of Health and Human Services.

Multi-factor functionality provides an added layer of security for practices, and the platform is also PCI compliant to mitigate credit card-related breaches.

Next Steps

Choosing the right EHR is a critical decision that can significantly impact your behavioral health practice. When it's time to evaluate options, remember these key points:

- ☐ Look for behavioral health-specific templates and workflows. Check if the platform is cloud-based and mobile-friendly.

- ☐ Prioritize security and HIPAA compliance to protect patient information.

- ☐ Select a system that fosters patient engagement through self-service features and convenient communication channels.

An EHR that is tailored to your specialty ensures your system works for, not against, you, ultimately enhancing your ability to provide comprehensive mental healthcare to your patients.

To see the power of DrChrono in action, schedule a demo today!

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