



Choosing the Right EHR for Your Physical or Occupational Therapy Practice

# Taking Your Practice to the Next Level with DrChrono



# Choosing an EHR system is more than a tech upgrade

it's the backbone of an efficient, profitable, and patient-centered physical or occupational therapy practice. **A generic EHR system might offer a catch-all solution, but it often lacks the customization needed for rehabilitative service workflows, such as:**

## Specialized templates

Leverage templates tailored to your specific needs, including admin workflows progress tracking and outcomes that streamline documentation, scheduling, measurement to support patient recovery and billing within a unified platform tailored and independence.

## Integrated clinical and admin workflows

Streamline documentation, scheduling, and billing within a unified platform tailored for therapy practices.

Whether you work in a large rehabilitation center or a small therapy practice, this guide is designed to simplify your EHR search and make the process easier every step of the way.

We'll explore the top EHR features essential for successful physical and occupational therapy practices 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.

**82% of rehab therapy leaders** believe specialty EHRs would improve patient and business outcomes

Source: [Market.US](#)

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# EHR Tools for Advanced Patient Care

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



## EverHealth Scribe: AI-Powered Clinical Documentation

With our AI-powered systems, charting, documenting therapy plans, and record keeping is simple and efficient, for patients of all ages to support rehabilitation.



## Therapy-specific Templates

Use prebuilt physical therapy forms or create custom forms to track important data such as range of motion and pain severity.

Do you work with complex rehabilitation cases like post-surgical recovery or neurological disorders? DrChrono offers customizable therapy-specific templates, making documentation faster, easier, and aligned with your treatment goals.

Approximately 45% of patients report that care quality has increased as a result of EHR system adoption.

Source: [Northeastern University Bouve College of Health Sciences](#)



### Digital Care Materials

Provide patients with digital home exercise programs that can be tracked and assessed at follow-up appointments.



### Scheduling and Reminders

DrChrono's patient-focused features and streamlined workflows can reduce your practice's no-show rates and burdensome administrative tasks with these tools:

**Online Patient Scheduling:** Empower your patients to schedule appointments online at their convenience using iPhone, iPad, or Web, reducing phone calls and freeing up staff time.

**Automated Reminders:** Decrease no-shows with automated appointment reminders and notifications sent via text, email, or phone call.



### Predictive Patient Engagement

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

Implementing EHR systems with intelligent workflows resulted in a **31.4% decrease** in patient no-show rates.

Source: [ResearchGate](#)



## Billing and Insurance

DrChrono integrates billing and claims management directly into the EHR, creating a seamless and modern workflow from patient encounter to reimbursement.

### Integrated Billing and Claims Management

Integrated billing and claims allow therapists to generate claims, submit them electronically, track their status, and manage payments all in one place, greatly improving efficiency.

### Transparent Insurance Eligibility

Physical and occupational therapists spend a considerable amount of time on prior authorization requests. DrChrono alleviates this burden by offering real-time insurance eligibility checks. This feature reduces the time spent on prior authorizations and claim denials, ensuring accurate billing from the outset.

### Billing Reports and Analytics

Easily view comprehensive billing reports and analytics in DrChrono's integrated billing dashboard—everything you need, all in one place.

### Revenue Cycle Management

For practices seeking even greater billing expertise, DrChrono offers revenue cycle management (RCM) services. Our team of dedicated billing experts, in-house coding compliance officers, and certified medical coders handles the complete lifecycle of your medical claims.

With this expertise in your corner, you can see an improvement in clean claim rates, speedy turnaround on denials, and improved cash flow. RCM helps you maintain income stability while simultaneously giving you more time to focus on patients.

### Payments

With DrChrono Payments, you can interact with patients by engaging them where they are—online and on their mobile devices. Directly embedded in the EHR workflow, this tool provides a fast and simple way to request and collect payments from any location or device.

In a survey of PT and OT practices, clinicians and their staff spend on average nearly **14.4 hours per provider per week** completing prior authorizations—equivalent to almost two full business days.

Source: [INFINX](#)

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# Powerful Patient Engagement to Enhance Care

DrChrono EHR empowers you to actively engage patients in their care through these innovative features and tools.



## Self-service Portal

Allow patients to schedule appointments, upload their insurance information for instant eligibility verification, and check in online using their iPhone, iPad, or web browser.



## Self-check-in Kiosk

Download DrChrono's check-in app to use on an iPad as a patient self-check-in kiosk proof of insurance, and sign consent forms without receptionist supervision.



## Secure Communication

Safely communicate with patients via a HIPAA-compliant patient portal, providing a convenient and secure way to exchange messages, lab results, and other important information.



## Automated Reminders

Send automated reminders via emails, text messages, or phone calls to encourage punctual arrival and reduce no-shows. Auto reminders also boost patient participation and adherence to digital home exercise programs and care plans.



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# Security and Compliance Features to Consider

DrChrono increases your practice's security posture by being fully HIPAA compliant, ensuring the privacy and security of patient health information (PHI). Cloud Software Security Enhancements include:



## ONC Compliance

This ensures that our Certified Health Information Technology meets the technological capability, functionality, and security requirements adopted by the U.S. Department of Health and Human Services.



## PCI Compliance

DrChrono is PCI Compliant (credit card processing compliance, i.e., Payments), ensuring that financial transactions are secure and in compliance with industry standards.



## Multi-factor Authentication (MFA)

The system supports MFA for enhanced security, requiring users to verify their identity using multiple authentication methods.



## HIPAA-Compliant, Secure, and Transparent

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

In 2024, the number of compromised EHRs in 2024 was 276 million, which affected **190 million individuals.**

Source: [HIPAA Journal](#)

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# Next Steps

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

- Look for rehabilitation or therapy-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. It also helps your patients stay active, comfortable, and healthy on their feet.

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

Get Demo

