

A photograph of a modern glass skyscraper at dusk. The building's facade is composed of a grid of glass panels, reflecting the sky and surrounding environment. The sky is a deep blue, and the building's interior lights are visible through the glass. A large green overlay covers the bottom portion of the image, containing the company logo and the main title.

empeek

Connecting EHR and telemedicine

Overview

Our client is a multi-location mental health clinic based in the US, providing online and in-person counseling services. We've built a HIPAA-compliant EHR system and Patient Portal for them with advanced telemedicine, billing, and reporting & analytics modules.

Challenge

Before Empeek was involved, the clinic relied on separate-standing EHR software, appointment booking form, and accounting software. They also received and confirmed most of their appointment bookings over the phone.

They wanted to relieve the administrative burden and provide a better experience for their clients and staff. So they decided to build a holistic system that would be secure, compliant, and integration-friendly.

During the COVID-19 pandemic, they've enjoyed a slight regulatory relax. But it was essential to prepare for the upcoming tightening of rules around reimbursements and telehealth.

Solution

As the first step, we've built a patient-counselor matching algorithm and automated the appointment booking process. With the reminders in place, the clinic was able to cut the number of no-shows significantly.

Our client accepts a range of health insurance plans in addition to the self-pay option. So the next step for us was to integrate with the platform that submits medical claims.

The system collects patient feedback and calculates various performance metrics. The counselors and the clinic owner have access to the analytics and some interesting insights through their customizable dashboards.

In order not to disrupt the day-to-day operation of the clinic, Empeek has rolled this project out in stages. Initially, we integrated the Patient Portal with the old EHR system and gradually replaced it with a custom solution.

Features

PATIENT PORTAL



Smart search



Appointment scheduler



Automatic reminders



Audio & video conferencing



Documents & assessments



Payment history

PROVIDER PORTAL



Smart calendar



Progress notes



Documents & assessments library



Diagnosis codes library



Earnings summary



Reports & analytics

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