therapyappointment

you provide the therapy • we provide the rest

Scheduling Features

- Allow clients to self-schedule appointments via our patient portal you can link to your own website, or direct clients to find you on ours. Or don't allow scheduling online, but still allow portal use for access to other features:
    - Limit client's ability to schedule an appointment within __X__ number of hours – no surprises in your waiting room!
    - Limit client's ability to cancel appointments within your cancellation policy
    - Allow clients to view and pay their statement at any time.
    - Receive email alerts when a client schedules, cancels, or send you an encrypted message.
    - Ask patients to register online to complete demographic, insurance and biographic sections which become part of the patient record.
    - Allow clients to initiate or read encrypted email to/from you.
- Quick view calendar for your **smart phone**. Login required to view patient names/change schedule
    Recurring or one-time appointments with 'search for optimal time' feature
- Schedule **group counseling sessions**
- Administrative accounts can view therapist daily schedules side-by-side.
- Automatically sends **appointment reminders** via phone call, email, or text message – patient's preference, one or two days in advance. No extra charges for appointment reminders. Reminders have option to ask patient to confirm appointment.
- Notices when **regular patients stop scheduling** appointments and prompts you to contact them.
- Automatically email your new clients your 'new client paperwork' when they register online or you enter a new client into the database.

Electronic Health Records

- Structures **patient charting** to ensure HIPAA compliance, with your choice of note formats
    - SOAP note assessment with treatment plan included, point and click
    - HIPAA-style note with treatment planning area included
    - Each clinician has access to four 'self-created' notes templates
- Separate charting for medical record notes vs. psychotherapy notes – your private notes stay private
- Automatically copies over diagnosis and other information from past patient notes
- Diagnosis search and quick access to common selections
- Utilizes your browser's spell-check tool
- Compatible with Dragon Dictation Software and MAC voice recognition software.

- Documents upload storage for each patient – upload .pdf or scanned files to be truly paperless – no storage limits.
- Quick notes area – to document those phone calls/non-billable interactions.
- Encrypted emails to and from your patients can be automatically included as a quick note
- Internal Fax – easily send faxes to your referral sources to keep them updated on treatment progress
- Client autobiographical form – client fills it out online, it automatically becomes part of their record
- Download any note or set of notes as a PDF file that you can print or save on your computer
- PHI release log – track any information shared with other providers, the legal system, or the client themselves

Insurance Filing

- No per-claim fees for electronic insurance filing.* Out-of-network billing allowed for most insurance companies
- E-claims, paper claims, and 'simple lists' can all be produced
- Super Bills/Flex bills print or HIPAA-compliant email to your client for their convenience of self-filing insurance
- Submit e-claims daily or hold claims for batch submission: claims can be filed without completing a chart note for the session.
- Free auto-posting of insurance payment via ERA/835 format for insurance companies which provide 835 files.
- E-claim submission process tracked per individual claim
- Problem claims/transactions separated for your attention and flagged for re-submission
- Claim submissions double audited for required info – by TherapyAppointment and Office Ally
- Tracks pre-authorized session usage and provides weekly warnings of authorizations coming due for renewal
- Accounting: Track your client payments, copays, insurance payments, and insurance submission status for each appointment.
- Supports CPT Codes and add-on codes. Create your own codes for non-insurance reimbursable services
- Supports Medicare PQRS code filing
- ICD-10 Ready with cross-over code assignment.

Multi-user Features***

- Clinicians view only their schedule/billing/records and the free/busy schedule of other clinicians in the group.
- Administrators view everything necessary for scheduling/ billing for all clinicians, but do not view clinical notes.
- Supervisory accounts available to manage and oversee student/intern clinical notes.
- An audit trail is available that shows who in your office set or cancelled a patient appointment.
- Ability for clinicians seeing the same patient to view a 'combined chart' and create 'combined billing'
- Track income per therapist, per location, and for the entire group.
- Group owners can manage access and set permission levels for each user.

- Internal messaging system for clinicians and support staff is encrypted: click a button to store a patient email communication to the patient's chart.

HIPAA Compliance

- Is our #1 concern **
- Encrypted in the same way your online banking is managed
- HIPAA and HI-TECH compliant
- **Encrypts patient information** to ensure records safety unmatched by paper records
- Device Registration Process with real-time notification of additional registrations
- Provides a HIPAA compliant **email alternative** for messages from patients or coworkers
- TherapyAppointment provides you with a Business Associate Agreement

Browser-Based

- Works on Window, Mac, and mobile devices
- No software to install
- Updates are always automatic and free
- Access from any web application – we're 'in the cloud'
- Firefox browsers preferred, but all popular web browsers supported

Other Features

- Autopilot –for clinicians **keeps up with patient flow in real time**
    - Provides **just-in-time information** about the session, e.g. notes, reminders, copays
    - **Hides all PHI** about other patients while current patient is in the room
    - Prompts for **charting and scheduling or this patients next appointment** at the end of the hour, then displays next patient's notes
- Calculates useful **statistics and graphs**, including per therapist and group income, account aging, referral source, and demographics, powerful search tools. Raw Data downloadable to Excel.
- **Prints excuses** for work or school
- Email or print receipts for client payments
- When you end our services, you can receive a copy of your database, allow us to store it for you at no charge, or print your records for transfer to another system.
- Brand your releasable documents with your own letterhead/logo

Integrated Charge Card Processing available via Cayan.com with no additional transaction fees tacked on.

- Patient Charge Cards Stored for fast-checkout for future sessions.
- Patients can pay their invoices on-line – right from the emailed invoice or patient portal
- Print or email HIPAA-compliant receipts to patients.

Patient Accounting

- Accounting: Track your client payments, copays, insurance payments, and insurance submission status for each appointment.
- Place your logo/letterhead on your patient invoices
- Send invoicing to clients via mail or encrypted email
- Print or email Super Bills/Flex Spending Statements for client's self-submitting insurance claims.
- Clients can view their statement at any time by logging into the patient portal.

Income Accounting

- Generate therapist income reports for any time span – daily, weekly, monthly, yearly
- Generate group practice totals
- Track number of sessions, CPT codes, and insurance company average reimbursement rate per session.
- Track number of late cancels and no-shows
- Track income per location

**If 51% or more of your electronic claims in one month are billed to non-participating insurance companies, there is a $20 fee for the month invoiced directly from Office Ally, our clearinghouse. If you are a group practice and bill out with a goup NPI number, this fee covers your entire group. If you are a group of independent practitioners, this fee is calculated and billed per clinician. Medicare is a non-participating company. To View a list of participating companies, go to www.officeally.com and click on 'resources'.*

***We do not sync with other calendars at this time for two very important reasons:*

1. *Syncing is an old concept. You don't want to sync, and work with a copy of your data. You always want to work with the real thing if at all possible. Since our calendar is dynamic, with yourself, your administrators, and your clients changing the schedule, syncing will mean the potential for the double-booking of clients will be very high. That's not a risk we are willing to take.*
2. *Unless the other calendar is HIPAA compliant, you risk the revelation of confidential customer information. Our first and foremost concern is patient confidentiality and HIPAA compliance. We are not aware of Google, iCal, or other common calendars offering you a certificate of HIPAA and HI-TECH compliance, which is increasingly required by many state licensing agencies.*

   The alternative is: use the TherapyAppointment.com calendar. You can access the full system from a smart phone or a laptop, and edit the "official" calendar that way. There is even a special calendar designed for access from a smart phone that doesn't require a login (because patient names aren't displayed, just availability). Look in the "General help" section to see what the web address is for this feature.

**** Our charge is based per clinician. There is no additional charge for all of the admin and supervisor accounts that you might need.*