

WELLSPRING THERAPY

Therapy practice digitally transforms patient records and other documents to augment company record keeping

INDUSTRY

Education & Health
Services (Therapeutic)

CUSTOMER SINCE

October 2016

FORMS

- Patient Records
- Timesheets
- Daily Documents
- Goal Tracking

At-A-Glance

Challenge

Wellspring Therapy was struggling to manage their collection of cumbersome paper forms. It was difficult to keep patient documents organized and confidential, a priority for their practice.

Solution

Implemented GoFormz to digitize, access and complete patient records and daily documentation.

Results

Mobile accessibility has allowed the Wellspring Therapy team to efficiently serve patients, while lowering expenses and ensuring confidentiality.

- Mobile capabilities allow for constant, secure access to patient records
- Efficiency features and easy to use forms streamline workflows, saving time
- Improved billing and GoFormz cost savings (budget friendly) help prioritize Wellspring's bottom line

Why GoFormz

"I needed something that could be done at the time of service right on a tablet or phone. So that's why I came to GoFormz — you have mobile capabilities, and you have the security and encryption that we need." –Thembi DePass, Founder and CEO

The Full Story

Providing a broad collection of educational services (from tutoring and afterschool programs to speech and occupational therapy) Wellspring Therapy plays a critical role in the community. The admirable Maryland-based organization works to ensure that students within their community can reach their full potential, through customized care and community partnerships. Thembi DePass, the Founder and CEO of Wellspring, explained, “Wellspring Therapy exists to fill the holes in a child’s typical educational experience.”

As a therapy practice, Wellspring is categorized as a medical service, which utilizes Electronic Health Records (EHR) for documentation. The costly and rigid structure of EHR’s did not support the versatile nature of Wellspring’s unique practice, which required a platform that could adapt. “I needed to be able to relay information on a mobile device that was also secure,” Thembi explained. Working as a largely mobile workforce (traveling to patients and community centers) Wellspring staff rarely enjoy the luxury of completing work at a desktop — meaning mobile

access to client records is essential. Balancing mobile capabilities with patient privacy, however, narrowed Wellspring’s platform options.

“I needed something that could be done at the time of service right on a tablet or phone. So that’s why I came to GoFormz — you have mobile capabilities, and you have the security and Fencryption that we need.”

Work Smarter, Work Faster

After implementing GoFormz, Thembi witnessed a drastic change in her operation’s efficiency. “You can just click and literally within five minutes I complete the documentation for every patient I see.” Before GoFormz, the Wellspring staff manually recorded data sets into each patient document – – consuming valuable time. Using GoFormz, tedious manual work and data repetition is no longer necessary, streamlining the Wellspring process.

“Before [data] almost had to be recreated, it was the same data on the form but it had to be typed in every single time.”

Improve Record Keeping & The Bottom Line

Relying on paper documents and rigid platforms had also been impacting Thembi's bottom line. "We have lost dollars because our documentation wasn't in line or it was too cumbersome." Relying largely on patient noting and records to complete billing, Wellspring Therapy required a solution that could seamlessly balance efficiency with accuracy and detail. "Because GoFormz allows us to 'note' right there at the point of service, I am not losing any money." With time savings, improved billing and a budget-friendly digital solution, Thembi estimates she saves "hundreds of dollars" with GoFormz.

"Not only am I paying less per month for your awesome service, but I'm able

to be reimbursed appropriately, where that fell through the cracks often in the past."

Wellspring Therapy is an empowering and uplifting example of GoFormz implementation success. Via pre-made templates, efficiency features (like checkboxes), mobile accessibility and data security, Thembi and her team can focus on patients, not paperwork. Wellspring is hoping to expand their GoFormz usage through integrations their other business applications within their workflows.

"There are so many things that are difficult in running a business... the fact that I have found your awesome program... I'm thrilled."