

# EHR SOFTWARE OPTIONS

Comparative Analysis  
Disclaimer and Overview

As the PWI and EPOC grant programs are funded by DHCS, AHP does not formally recommend any one software company to grantees. However, AHP vetted several EHR (electronic health record) and case management software options for grantees to help them in their decision-making process as they search for options to facilitate their data collection and storage needs. Information provided in this comparative analysis was gathered from informal conversations with grantees with experience using the software and/or owners of the software company. Comparisons across companies cover affordability, ease of use, data analytics and reporting capacity, data sharing and data privacy, service tracking, and other features.

*These software systems may not align with the specific needs of your organization. While these suggestions are intended to assist your research, ultimately, we suggest choosing a solution that best suits your organization's specific requirements.*



# TABLE of CONTENTS



Affordability/Licenses **3**

User-Friendly/Tech Support **4**

Data Analytics & Reporting **5**

Service Tracking **6**

Customizeable **7**

Networking Capacity **8**

Other Features (billing, Telehealth, mobile app) **9**

HIPPA Compliance and Data Privacy **10**

## Affordability/Licenses



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> <a href="#">RL for Providers:</a>	<ul style="list-style-type: none"> <li>Recovery Organization Plan: \$350/mo for one site location and 5 staff users</li> </ul>	<ul style="list-style-type: none"> <li>Additional charges for add-ons (reporting, enterprise dashboard, data migration and customization if needed) at \$150/hr</li> <li>Add-ons are absolutely necessary and will incur an extra charge (willing to negotiate)</li> </ul>
<b>RDP (Recovery Data Platform)</b> <a href="#">Faces and Voices of Recovery</a>	<ul style="list-style-type: none"> <li>10 licenses to start (for admin)</li> <li>We are allowing our cohorts to use our license – we train a cohort and they have a license so we are compiling TTA and direct services</li> <li>Sharing with other RCO cohorts with MOUs</li> <li>"We would look at bulk pricing for multiple orgs. We would look at development time and work out a discount"</li> </ul>	<ul style="list-style-type: none"> <li>Pricing - "We would charge for a kiosk - \$1500 per org per program, consent forms add-ons"</li> </ul>
<b>EHR Your Way</b> <a href="#">EHR Your Way Website</a>	<ul style="list-style-type: none"> <li>No add-on costs for features other than Zoom - must bring your own licenses</li> </ul>	<ul style="list-style-type: none"> <li>\$800 monthly minimum, regardless of number of users</li> <li>One blanket license</li> </ul>
<b>NEON One System</b> <a href="#">Neon One Website</a>	<ul style="list-style-type: none"> <li>\$99-\$299 monthly depending on modules desired; participants can have their own login and password</li> </ul>	<ul style="list-style-type: none"> <li>Potential additional costs for data configuration, migration, and training for your staff</li> </ul>
<b>Penelope</b> <a href="#">Bonterra Program Management website</a>	<ul style="list-style-type: none"> <li>Penelope pricing packages are based on the number of named active users at your organization and are offered in affordable bands starting at 25 users</li> <li>Basic package includes billing</li> </ul>	<ul style="list-style-type: none"> <li>Support for accessing the raw data, especially in terms of data preparation is very limited unless you pay for a support meeting</li> <li>Reporting functions are add-ons with additional price</li> </ul>
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b> <a href="#">Streamline Health Care Website</a>	<ul style="list-style-type: none"> <li>SmartCare Application Hosting services do not require expensive file servers, storage, backup systems or software licensing on-site. These upfront capital expenses are eliminated. You pay monthly for only the services you use.</li> </ul>	<ul style="list-style-type: none"> <li>High operating costs. Up to \$200,00 to set up.</li> </ul>

## User-Friendly/Tech Support



Name of Organization	Pros +	Cons -
<b>Recovery Link</b>	<ul style="list-style-type: none"> <li>• Very user-friendly</li> <li>• Tech support available</li> </ul>	<ul style="list-style-type: none"> <li>• There could be some delays with tech support.</li> </ul>
<b>RDP (Recovery Data Platform)</b> <hr/>	<ul style="list-style-type: none"> <li>• Becomes easier with staff practice</li> <li>• Recurring live trainings for free</li> </ul>	<ul style="list-style-type: none"> <li>• Live training was too fast</li> </ul>
<b>EHR Your Way</b>	<ul style="list-style-type: none"> <li>• Tech support included via chat</li> </ul>	<ul style="list-style-type: none"> <li>• Not that user-friendly, working out workflow</li> </ul>
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• Willing to help me with data training</li> </ul>	NA
<b>Penelope</b>	<ul style="list-style-type: none"> <li>• Excellent for day-to-day case documentation and file management</li> </ul>	<ul style="list-style-type: none"> <li>• Only being able to access from work computers with the VPN installed there</li> </ul>
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Intuitive system focused on OneClick solutions for ease-of-use</li> <li>• Fully web-based Electronic Health Record software, no downloads or plug-ins necessary. Manage your organization directly from the cloud</li> <li>• Remote access with VPN</li> </ul>	NA

# Data Analytics & Reporting



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> RL for Providers:	<ul style="list-style-type: none"> <li>• Impressive data analytics</li> </ul>	<ul style="list-style-type: none"> <li>• Enterprise Dashboard - Only dashboard that allows you to view data over a period of time and look at services delivered, activities conducted, referral sources, primary recovery pathways, demographics of participants, outcomes data during a given period</li> </ul>
<b>RDP (Recovery Data Platform)</b>	<ul style="list-style-type: none"> <li>• “Made it much easier to fill out GPRA through RDP”</li> <li>• Performance objectives – easy to collect and track</li> <li>• Tailored/customized</li> <li>• Constant events/activities</li> <li>• Can merge data sets</li> <li>• Customizeable</li> </ul>	NA
<b>EHR Your Way</b>	<ul style="list-style-type: none"> <li>• Demographics</li> <li>• Outcomes (3 months, 6 months)</li> <li>• Primary gateway tracking</li> <li>• Warm handoffs</li> <li>• Customizable reporting</li> </ul>	NA
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• All reporting and analytics</li> </ul>	NA
<b>Penelope</b>	<ul style="list-style-type: none"> <li>• Multiple pre-built reports on client demographics, service provision stats, client outcomes and others.</li> <li>• Users can export these reports to Microsoft Excel, Crystal Reports, or MS-ACCESS.</li> <li>• Integration with Tableau</li> </ul>	<ul style="list-style-type: none"> <li>• Clunky data entry</li> <li>• Reporting function does not provide dashboard, only reports in pdf</li> <li>• Reporting functions are add-ons with additional price</li> </ul>
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Capability for direct data entry by Designated Collaborating Organizations (DCO’s)</li> <li>• Direct Messaging to send and receive CCD data sets with other community providers</li> <li>• Built in capabilities to assess, stratify and define quality metrics for your patient population.</li> </ul>	NA

## Service Tracking



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> RL for Providers:	<ul style="list-style-type: none"> <li>• Has capacity to track services delivered and referrals</li> </ul>	<ul style="list-style-type: none"> <li>• Add-on and additional cost necessary</li> </ul>
<b>RDP (Recovery Data Platform)</b>	<ul style="list-style-type: none"> <li>• Provides service management tools and outcomes data</li> <li>• Tracks “Recovery Vital Signs” through evidence-based assessment tools</li> </ul>	NA
<b>EHR Your Way</b>	<ul style="list-style-type: none"> <li>• Track program participation – similar to CMS</li> </ul>	NA
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• Tracking software</li> <li>• Tracks in-house data for members coming in and out, how they’re coming in, what services are being utilized, demographics, etc.</li> </ul>	NA
<b>Penelope</b>	<ul style="list-style-type: none"> <li>• Primary features include scheduling, notes, smart forms, automated workflows, email and SMS reminders, staff communication tools, referral and wait list management and reports.</li> </ul>	NA
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Focus on the unique needs of the Behavioral Health Market</li> <li>• Client Tracking — SmartCare™ Client Tracking enables your teams to easily monitor all due dates or documents and events for clients, ensuring they occur in a timely manner.</li> <li>• Robust inquiry/pre-admission tracking/intake</li> </ul>	NA

## Customizeable



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> RL for Providers:	<ul style="list-style-type: none"> <li>• Customizeable reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Add-on price</li> </ul>
<b>RDP (Recovery Data Platform)</b>	<ul style="list-style-type: none"> <li>• Can customize reports, can build and pull tailored data sets</li> </ul>	<ul style="list-style-type: none"> <li>• There could be delays in populating changes.</li> </ul>
<b>EHR Your Way</b>		NA
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• Can create what you want to report on; customizeable fields and reports</li> </ul>	NA
<b>Penelope</b>		<ul style="list-style-type: none"> <li>• Add-on with additional price</li> </ul>
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Flexibility to adapt to changing requirements</li> </ul>	NA

# Networking Capacity



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> RL for Providers:	<ul style="list-style-type: none"> <li>• capacity for data migration and sharing</li> </ul>	<ul style="list-style-type: none"> <li>• Add-on and additional cost necessary</li> </ul>
<b>RDP (Recovery Data Platform)</b>	<ul style="list-style-type: none"> <li>• “You can connect to other systems easily.”</li> <li>• “Because RDP is built on Salesforce, there are programs that can be utilized to connect to RDP. For instance, we have organizations that use Tableau to pull data out of RDP and display on their website in real time.”</li> <li>• Export capacity</li> </ul>	NA
<b>EHR Your Way</b>	<ul style="list-style-type: none"> <li>• Link to external agencies</li> </ul>	NA
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• Other system – HMIS – also have access to this</li> <li>• Can collaborate with other orgs in Tulare and kings county</li> <li>• Very informative on reporting what’s going on in the field of MH and SUD</li> </ul>	NA
<b>Penelope</b>	<ul style="list-style-type: none"> <li>• Easily export your data with access to a free Open Database Connectivity (ODBC) drive</li> </ul>	NA
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Cloud-Based technology</li> <li>• Our data warehouse is designed to maximize reporting of large data over time efficiently. In addition to a nightly process that pulls your first-party data from SmartCare™, the data warehouse is architected to allow sourcing of data from any data source. The platform can be used to jump-start creation of an enterprise data warehouse and incorporate information from multiple data sources such as:                             <ul style="list-style-type: none"> <li>- Accounting systems</li> <li>- Human resources</li> <li>- Insurance companies</li> <li>- State and Local Government</li> <li>- National Center for Health Statistics (NCHS)</li> </ul> </li> </ul>	NA



## Other Features (billing, Telehealth, mobile app)



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> RL for Providers:	<ul style="list-style-type: none"> <li>• TeleHealth - TeleRecovery built in</li> </ul>	<ul style="list-style-type: none"> <li>• Add-ons are absolutely necessary and will incur an extra charge (unless we negotiate)                             <ol style="list-style-type: none"> <li>1. Telerecovery module (extra \$50/mo/staff)</li> <li>2. Enterprise dashboard (extra \$1,000/mo/staff)</li> <li>3. Customized or added assessments or data reports</li> <li>4. Document Signing (extra \$100/mo)</li> </ol> </li> </ul>
<b>RDP (Recovery Data Platform)</b>	<ul style="list-style-type: none"> <li>• Built on Salesforce</li> <li>• “We have a portal used for consent forms, We can get electronic signatures,”</li> </ul>	<ul style="list-style-type: none"> <li>• May require an add-on</li> </ul>
<b>EHR Your Way</b>	<ul style="list-style-type: none"> <li>• No TeleHealth</li> </ul>	NA
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• Cloud-based system can be accessed on laptop, tablet, or mobile device</li> </ul>	NA
<b>Penelope</b>	<ul style="list-style-type: none"> <li>• Mobile feature named Engage for Penelope that allows users to fill documents and conduct discussions with providers from their smartphones</li> <li>• Track billing activities</li> <li>• Medication management software - add-on with additional price</li> </ul>	NA
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Clinical and billing management system</li> <li>• In 2022, Streamline will launch its new SmartCare™ R6 user experience. R6 promotes individual user configuration, intuitively adapts to how users work and even intelligently anticipates users’ needs.                             <ul style="list-style-type: none"> <li>- ePrescribing</li> <li>- MAT</li> <li>- Mobile App</li> <li>- Complete medical electronic substance abuse billing that meet DSM IV, V and CPT coding requirements.</li> </ul> </li> </ul>	NA

# HIPPA Compliance and Data Privacy



Name of Organization	Pros +	Cons -
<b>Recovery Link</b> RL for Providers:	<ul style="list-style-type: none"> <li>• RL is willing to negotiate the service agreement around data sharing for increased cost</li> </ul>	<ul style="list-style-type: none"> <li>• Business Agreement contains concerning language around data storage and privacy.</li> </ul>
<b>RDP (Recovery Data Platform)</b>	<ul style="list-style-type: none"> <li>• Completely de-identified system</li> <li>• “We can create a completely de-identified license for reporting. For instance, we worked with a state to create a Super Admin license that did not have access to any identifying information on the platform and could only create and run reports. We removed access to the name, address, phone, email, and any text fields, etc.”</li> <li>• Built on Salesforce</li> </ul>	<ul style="list-style-type: none"> <li>• We are doing some research on basic outcomes, Penn State</li> <li>• Never get rid of data, completely de-identified</li> <li>• Clients can export their data</li> <li>• HIPPA compliant, enter into BAs with all clients, encrypted data</li> <li>• Master service agreement: “we can use deidentified data for national research purposes”</li> </ul>
<b>EHR Your Way</b>		NA
<b>NEON One System</b>	<ul style="list-style-type: none"> <li>• “Optional” HIPPA compliance</li> </ul>	NA
<b>Penelope</b>		<ul style="list-style-type: none"> <li>• Case file / service file structure creates privacy issues - we may have to move away from this product on the basis of legal advice</li> </ul>
<b>Streamline -SmartCare™ Electronic Health Record (EHR)</b>	<ul style="list-style-type: none"> <li>• Hosting infrastructure powered by Microsoft Azure - both HIPAA and SSAE 16 SOCI compliant</li> <li>• Revenue Cycle Management — SmartCare™ RCM is a fully HIPAA-compliant service that manages the entire revenue cycle process for behavioral and mental health providers.</li> </ul>	NA



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