



CRM System Dev for Mental Healthcare Provider

PROJECT DETAILS

 CRM Consulting and SI

 May 2022 - Jul 2023

 \$10,000 to \$49,999

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“They were extremely accommodating to our demands, swiftly responding to any queries.”

PROJECT SUMMARY

Prism Solutions developed a CRM system for a mental healthcare provider for appointment scheduling, patient records management, and communication, which included an integration with the client's EHR system.

PROJECT FEEDBACK

Thanks to their new CRM system, the client's administrative workload was reduced by 30%, and patient satisfaction increased by 25%. Prism Solutions laid out and followed a detailed plan and was accommodating to the client's needs. Moreover, their understanding of the client's industry was excellent.



The Client


Please describe your company and position.


I am the CEO and Co-Founder of a mental healthcare provider


Describe what your company does in a single sentence.

My company is a mental healthcare provider that offers treatment for mental health through therapy and psychiatry.

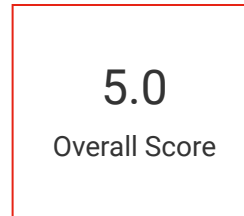
The Challenge

 **Mark Frank**
CEO & Co-Founder, Mental Healthcare Provider

 **Healthcare**

 **Denver, Colorado**

CLIENT RATING



Quality: 5.0



Schedule: 5.0



Cost: 5.0



Would Refer: 5.0





The Approach

How did you find Prism Solutions?

Online Search

How many teammates from Prism Solutions were assigned to this project?

2-5 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

to find areas for improvement, we are carefully examining our workflows and patient interactions. centralizing patient records, appointment scheduling, and communication history using a CRM system that has been customized. Our electronic health records (EHR) system will be integrated with the CRM to guarantee smooth data transfer and compliance.

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Our partnership with Prism Solution produced important results for our mental healthcare business. Our team was able to devote more time to patient care as a result of the CRM deployment, which resulted in a 30% reduction in administrative workload related to appointment scheduling and record administration. Patient satisfaction rates increased by 25% as a result of the patient portal, which shows enhanced engagement and communication.



Describe their project management. Did they deliver items on time? How did they respond to your needs?

The project management from Prism Solution was outstanding. They carefully laid out a project plan and constantly hit deadlines to make sure the project went forward as intended. They were extremely accommodating to our demands, swiftly responding to any queries or worries, and offering thorough support throughout the project. Due to their dedication to timeliness, deadlines were frequently met.

What was your primary form of communication with Prism Solutions?

Virtual Meeting

What did you find most impressive or unique about this company?

The distinctive quality of Prism system was their capacity to comprehend the nuances of our mental healthcare profession and to modify the CRM system in line with those considerations. They made sure that all security precautions were in place, demonstrating a profound understanding of the importance of patient data and confidentiality. It was very impressive how committed they were to offering a solution that suited our particular requirements.

Are there any areas for improvement or something Prism Solutions could have done differently?

All good and perfect