VISIBLE TECHNOLOGY SOLUTIONS

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Customer Success Stories
Visible Technology Solutions and BreezyNotes EHR

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Company: BreezyNotes EHR®

Industry: Mental health-focused EHR software

Website: www.breezynotes.com

Business challenge: The Jonas Center, a mental health clinic, opened in Glencoe, Minnesota in 2005. The center provides mental health services to people in surrounding communities. Since 2005, The Jonas Center has grown to 5 locations with more than a dozen therapists. Like any health facility, they need robust electronic recordkeeping tools to track their business and patients. Most electronic health record (EHR) software is designed to work with medical practices. Yet medical services and mental health services have different recordkeeping needs. No EHR software on the market suited the specific needs of a mental health practice. Frustrated by the lack of options, father and son duo, Jim and Paul Jonas, decided to create their own.

Solution: "Dad, let's just build our own." With those words, Paul Jonas started his father and himself down the path to create their own EHR software, BreezyNotes EHR.

Paul's father, Jim, had been frustrated for some time with the lack of EHR products on the market. Most EHRs did not respect the differences between the needs of a mental health practice and a medical practice. Most simply tacked a mental health module onto an existing medical EHR system. Paul says, "The biggest pain points for a mental health professional is scheduling, compliant documentation of a session, and getting claims submitted to billing. We really wanted all that to be as simple as possible because those steps comprise 90% of what a therapist does every day."

Paul found open-source software that could serve as the base for what they envisioned. However, without coding expertise, Paul knew he'd need developers to get their project off the ground. Through mutual connections, Paul met Michael Foye and Chuck Vincent, the founders of Visible Technology Solutions. The team hit it off immediately. "Mike understood where we were coming from. He offered a lot of great advice to two guys who had never created software before. We called him 'The Envisioner,' which he hates," Paul laughs. "Chuck turned out to be a code wizard. He was masterful at working on larger systems and was willing to learn what he needed to help us succeed. They both gave us a lot of good advice. As an added bonus, the VTS duo also understood the nuances of HIPAA compliance. The Minnesota-based company understood U.S. health markets and regulations in ways that offshore developers simply could not.

The project grew in scope from their initial plan. "At first, we planned only to build our software for The Jonas Center. But after talking with other mental health professionals, we decided to create a tool everyone in the field could use," Paul explains. Engaging with VTS early on in the design process meant a less expensive and better finished product. With their input from the start, the BreezyNotes framework was designed faster and more efficiently, allowing better software to emerge at all stages of development."

With 30 years as a mental health practitioner, Jim Jonas knew exactly what he wanted from the software. Jim detailed for the team how scheduling and billing should work. He noted what he both hated and liked about other EHR systems he had used. Those years of experience informed the initial software development phase.

"Visible Technology Solutions walked us through the process, including our requirements, considerations, and suggestions. We talked about all the things in the original software that could be stripped away and pinpointed what our ideal was," Paul explains. "They didn't just take down our requirements. They acted as consultants and partners with us. They helped guide our vision, so that we could see what we might not see without their expertise."

Paul and Jim not only appreciated the technical skills of the Visible Technology Solutions team, they also were thankful for their commitment to ongoing support. "When they create custom software, they don't just hand it to you and walk away. They address any issues that come up right away. If there's an emergency, they're there," Paul says.

Results: The finished software has been on the market since late 2015. All their hard work on stripping down the EHR to its essentials during several major revisions has been worthwhile. "We got the entire process down to three steps and feasibly four clicks to accomplish everything a mental health professional needs from EHR software. That's quite a differentiator for us," says Paul.

Now that their first software development experience is behind them, the Jonases look forward to more. The continued partnership during design and revision has allowed the Jonases to take advantage of new business opportunities and explore expanding the use of the software in other neglected health fields. Paul explains, "We want to keep this up. We want to take everything that we've learned with BreezyNotes EHR and apply that to other software versions. We want to work with other neglected health verticals like chiropractic and acupuncture. The sky's the limit."

Paul explains why Visible Technology Solutions will be their partner in those ventures as well: "These guys are great. They are fast and efficient and willing to work with you. They know their stuff." Jonases and VTS are currently reviewing and vetting other opportunities and plan to partner on the creation of a new and superior EHR patient portal.

About Visible Tech Solutions: We help clients realize their full potential by creating custom software that solves customer problems and meets business goals. We approach each new project as the start of a long-term relationship. Visible Technology Solutions partners with clients through every step of the software design process—from concept to design to release to revision. Complete customer satisfaction is our goal. By listening to our customers and understanding their vision, we offer thoughtful advice and deliver innovative solutions for business process automation.

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