



# How KC Family Hope Center added more patients and simplified billing



KC Family Hope Center, a mental health clinic in Bremerton, WA, sought a healthcare software solution that addressed the needs of a growing practice. Pain points included the need for more transparent billing, easier workflows, expedited prescribing, and better training and support.

In January 2019, KC Family Hope Center switched from its previous vendor and implemented RXNT's Full Suite system, which includes Electronic Health Records with Patient Portal, Electronic Prescribing, Practice Management with Billing and Scheduling, and Mobile Apps. Through the efficiencies achieved with an integrated suite of software, KC Family Hope Center has reduced time on administrative tasks and increased patient visits by at least 300% a week!

## Goals KC Family Hope Center achieved with RXNT's Full Suite

- Increased revenue with lower software costs
- Improved charting with customizable patient encounter templates and macros
- Better revenue management through more accurate billing and automated patient eligibility checks
- Enhanced efficiency with complete, cloud-based software integration and intuitive workflows
- Higher levels of proficiency from comprehensive, unlimited training and support
- Increased patient-provider communications via interactive patient portal
- Gave the staff ability to designate prescriptions as pending for the provider to approve
- Improved billing transparency with intuitive workflows and customize reports



*"It feels like RXNT was made for our practice...like RXNT is customizing the solution just for us. The system is very user-friendly.*

*We used an external biller before and it was a mess...now we can see what is in the patient's profile with the touch of a button. We get paid faster because we can take payments in the office and record it in the system.*

*The price is amazing. Before RXNT, we were throwing our money away. Our revenue has definitely increased because of the time we've saved."*

**Karen Casseday, MN, PMHP-BC, ARNP**

**300%**

Increase in patient growth

**\$0**

Spent on implementation, training, and support

**15%**

Saved in software costs each month

**17**

Demos reviewed before selecting RXNT