PRMS® TECHNOLOGY SURVEY

- 106 psychiatrists responded
- Remember, as evidenced by the comments, that psychiatrists can have very different experiences with the same vendor.
- PRMS is not recommending any specific technology, but rather providing an opportunity for colleagues to share thoughts on the technology they are using.
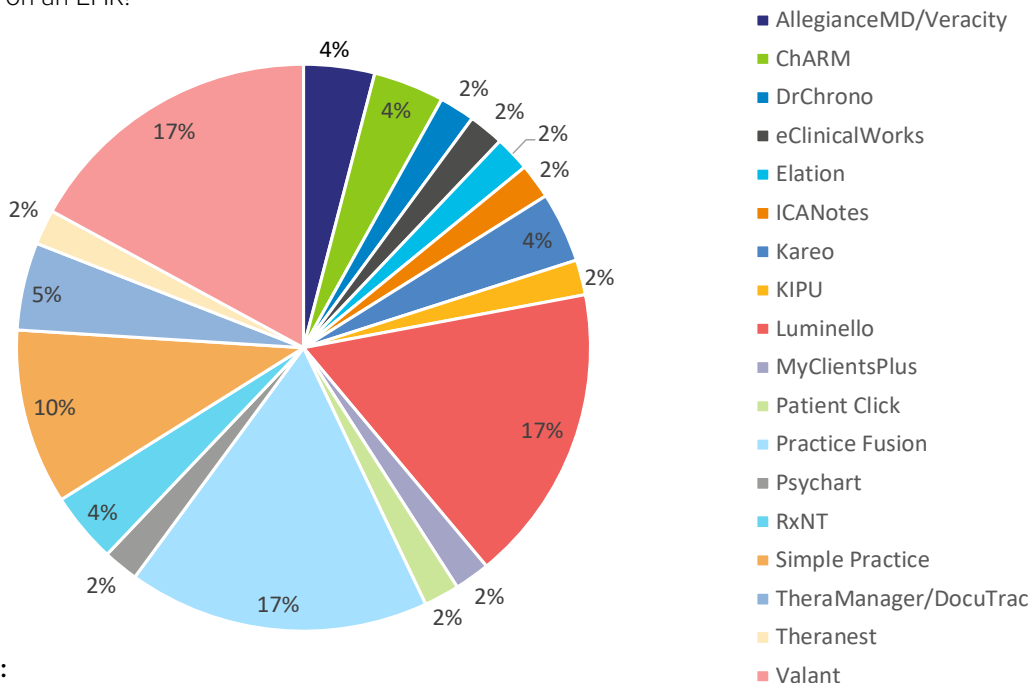
PSYCHIATRISTS IN SOLO PRACTICE

What EHR System Do They Use?

53 responded with a system

36 responded that they do not use an EHR; comments included:
- Takes me less time to write notes by hand than to use an EHR
- Now that I've switched to paper charts, I realize how easy paper charting is, and that I was totally wasting my money on an EHR!

Legend:
- AllegianceMD/Veracity
- ChARM
- DrChrono
- eClinicalWorks
- Elation
- ICANotes
- Kareo
- KIPU
- Luminello
- MyClientsPlus
- Patient Click
- Practice Fusion
- Psychart
- RxNT
- Simple Practice
- TheraManager/DocuTrac
- Theranest
- Valant

Comments:

AllegianceMD/Veracity
- It is ok for the price we pay; the work is done in US so it is secure.

ChARM
- Good enough, HIPAA compliant
- Solid, low cost; grows with smaller practices; robust customization of forms, portal, templates, etc.; has 2-way Google sync; lacking a patient-facing mobile at the moment but is in the pipeline; regular updates and improvements

DrChrono
- Frequent slowdowns, lots of bugs. Has a lot of features that are useful, although many of them are designed

for non-psychiatric medical practices. The bookkeeping system is clunky and unintuitive. Overall, DrChrono is more satisfactory than Valant, which I used to use.

eClinicalWorks
• Fair

Elation
• Not psychiatry friendly; amazingly friendly salespeople – promised that they had many psychiatrists using this, but after purchase, I had to follow up x5 to get them to add psych codes (90833 etc) and they offered no psych ROS or visit templates, but these abound for a huge array of medical conditions.

ICANotes
• As these things go, probably as good as it gets. Behavioral health specific. Good tech support and training.

Kareo
• I like the look and feel of the program. It has everything from scheduling, to billing, to prescriptions. It isn't perfect but the best one I've found so far.
• Outstanding. User-friendly, easy to navigate/upload documents/prepare invoices, excellent customer services, seamlessly embedded e-rx.

KIPU
• Outstanding (Aura not so great)

Luminello
• I like it. Efficient, and CHEAPER than all other I found.
• Very simple to use once you set it up. Customer service via email only (no ability to call). Since a software update a couple of months ago, takes a couple of seconds to load each page, which is inconvenient. Unexplained 20% (!) increase in price this year.
• Luminello was very easy to set up. It seems designed for psychiatrists with many templates available to suit needs. Also integrates video visits and billing. Highly recommend.
• Fine. Sort of clunky note templates.
• Slow, organized
• Simple, can do e-rx too
• Love it, very functional
• It meets my needs perfectly for now

MyClientsPlus
• Pretty easy to use but wish was combined with e-rx.

Patient Click
• Excellent

Practice Fusion
• OK, better than eClinicalWorks
• Good system once you get used to it. Very easy to prescribe electronically with this system.
• *WAS* free. Now subscription-based. I'd rather own my product outright than rent it month after month interminably.
• User friendly, customizable, one stop shopping

- I only use it for e-prescribing; I am fairly happy with it for that. I would not use an EHR for documentation unless mandated to do so.
- Accessibility of customer service has declined a bit over the years. A few times I have been frustrated that they don't EVER allow you to delete a note that was signed in error (even if you wrote a note in the wrong patient's chart). They only allow you to write an addendum (which does not solve the problem of potential breach of confidentiality if you wrote the wrong patient's info in their chart). Otherwise I have been happy with the service (ease of writing notes, uploading documents, etc)
- Its ok, though the new rate of 150/month means I'd look elsewhere first

Psychart
- Designed by myself and written by my husband. Supplemented by an e-prescription module from DrFirst.

RxNT
- Excellent

Simple Practice
- Very simple to use (for notes and billing purposes), can be customized but does not really have good medical documentation options (no labs, no vitals, etc) and no prescribing integrated (but may be considering adding) and customer service good with good response to feedback from customers, was referred by many therapists I work with who also use it.
- Easy, affordable, used mostly for psychotherapy
- Love it
- This is a good solid piece of software. It was built for therapists, not for psychiatrists, so it does not have e-prescribing. But it has, for example, a separate psychotherapy note. It is quite inexpensive. When I signed up, there was no phone support, only email, but I'm quite tech-savvy so this has not been a problem for me.
- SimplePractice is customizable, easy to schedule, custom forms, automatic reminders, HIPAA compliant, even people who are not tech savvy do well with it, can process credit cards. I do not use the accounting part. DrFirst for prescribing is pretty good, multiple repetitions to get a script sent, medication history is only goes back a year.

TheraManager/DocuTrac
- Good price point. Some of the templates are redundant. My biggest issue is that they contract with Dr. First for e-prescribing and that system perpetually has bugs and is slow to change from page to page, making the act of prescribing cumbersome and annoying. I am not sure if there are better systems for that out there.
- I find it very flexible and adaptable to practice. It is kind of clunky. Support is pretty good.
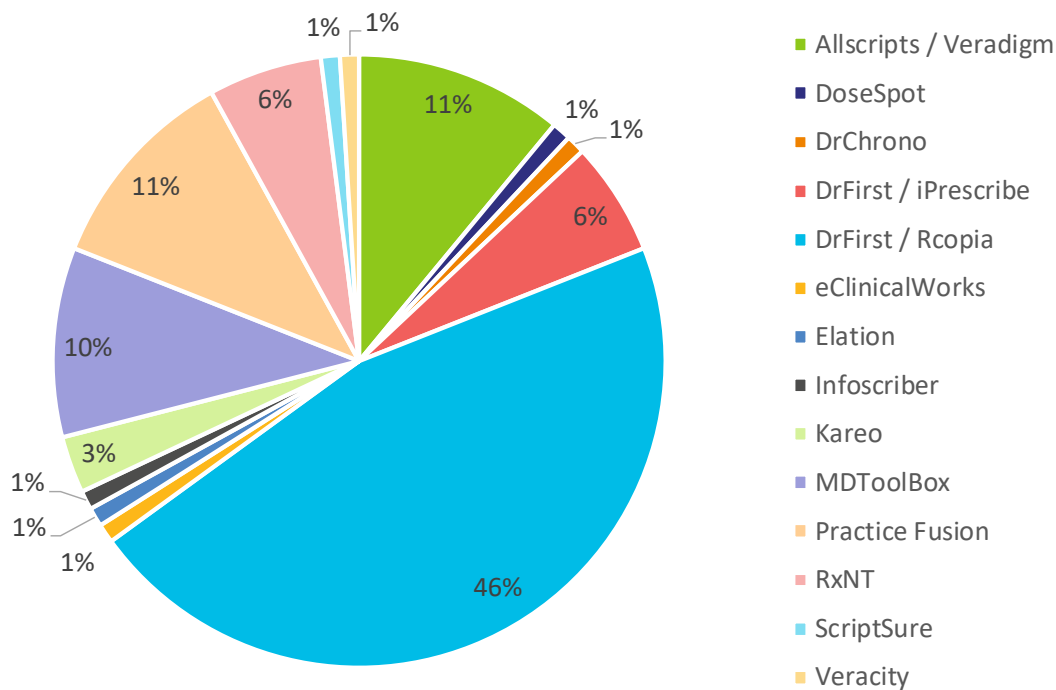
Theranest (no comments)

Valant
- User friendly
- Fantastic phone support. Psychiatrist developed and owned. I've loved it.
- Mostly happy with it; they are no longer helpful with MIPS however, which was a change
- I like it; makes billing easy
- Can be used for scheduling, billing and prescribing. I only use the scheduling and prescribing aspects (I used Quick Books Online for billing).
- Quirky, not certified, but has features specific to psychiatry and gets the job done.
- Expensive. Tech support isn't great. Does incorporate ePrescribing. I don't like this EHR but I'm reluctant to change because it's not clear to me that anything else will be better.

What e-Prescribing System Do They Use?

73 responded with a system

Pie chart legend:
- Allscripts / Veradigm
- DoseSpot
- DrChrono
- DrFirst / iPrescribe
- DrFirst / Rcopia
- eClinicalWorks
- Elation
- Infoscriber
- Kareo
- MDToolBox
- Practice Fusion
- RxNT
- ScriptSure
- Veracity

Pie chart values: 11%, 1%, 1%, 6%, 46%, 1%, 1%, 1%, 3%, 10%, 11%, 6%, 1%, 1%

Comments:

Allscripts / Veradigm
- Easy to use, identifies drug interactions, also has cost for 90 day or mail in option or coupons available
- Average. The computer version works well, but has its issues sometimes. The phone app is pretty worthless.
- Pretty good. Not as useful as it used to be. The history of all scripts used to come up with every script.
- It is a good system, only occasionally glitchy. It is a little pricey at $40/month
- Reliable. Rarely have issues with it. Interface is pretty easy to work with.

DoseSpot
- Fine. Can be finicky about addresses

DrChrono
- Works well

DrFirst / iPrescribe
- Works very well
- Fairly easy to use, not all pharmacies seem to be on board.
- Can use it only on the phone
- LOVE iPrescribe! It's totally FREE, easy, and importantly FAST to prescribe.

DrFirst / Rcopia
- Pretty good for the most part. Sometimes electronic prescriptions sent are not received by the pharmacy even though they show as verified in the system.

- DrFirst better for choosing pharmacies and updating doses than that built into charm; using standalone myself. Works 95% of the time. About 5% of time, hard to login to, or the system "loses" scripts that it says it sent to pharmacy, but pharmacy never receives.
- User friendly
- Good
- Good system, works well
- It's been fine
- They recently updated the system, and it's much more user friendly.
- Quick and convenient
- Works well
- I hate it as I feel I am bound to them   If I want to change it is a big nightmare and their customer service is the worst
- Meh. It's okay. Some unnecessarily clumsy elements of it. Tech support is lousy.
- Lots of bugs, cumbersome to use,. pages spool up slowly with too many checkdowns and redundancies.
- Basically good. Doesn't recognize duplicate requests and bugs in some functionality, but reliable and customer support is very good.
- Has better integration overall than MicroMD (using previously), easy phone app, biggest issue is when using freeform instructions, its very hard to select units for meds which makes it hard to do from my phone.
- Simple to use once set up
- It's OK
- Reliable, dependable, and very responsive customer service.
- It's OK, gets the job done, but not efficient
- Registration is complicated but program is fine
- Great
- Vendor generated glitches about once/2 months
- Excellent
- Fine
- Pretty good

eClinicalWorks
- Good

Elation
- Fairly reliable, cannot add any refills for controlled substances RX

Infoscriber
- Like it as it lists all prescriptions ever written for them and is an easy reference to find past Rx

Kareo
- For Psychiatry, we have lots of renewal requests for controlled meds. Have to create new RX. Would like to just submit renewal Vs create a new RX.

MDToolBox
- I recently switched because practice fusion kept increasing the price for EHR features that I wasn't using. I am perfectly happy with it.
- This system is easy, very affordable, and is a time-saver for my practice.
- Very good
- Adequate

- Inexpensive ($40/month). Gets the job done. Not pretty. Interaction reports are pretty useless.
- Excellent web-based stand alone program, you can choose to use it for controlled meds or not I believe. Easy interface. Looks like they now have an app as well. Billing is monthly or annually.

Practice Fusion
- OK
- Has been much improved; used to be difficult to locate a pharmacy, now much easier
- Works well, no problems
- Works well but doesn't pull scripts by other providers

RxNT
- I like it - minimal problems. But their customer service has gotten worse - they are hard to get on the phone.
- Excellent
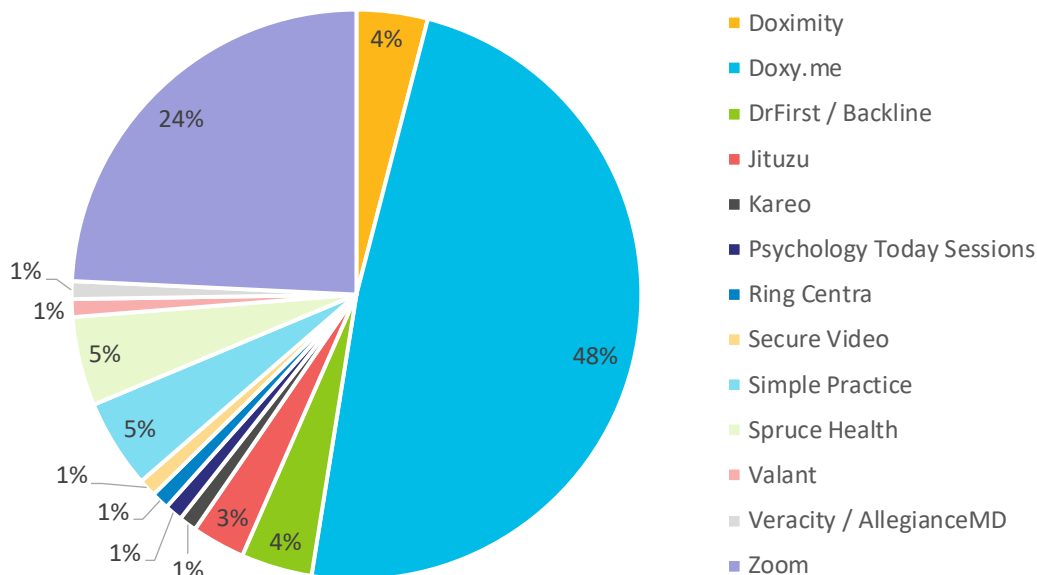- It's variable. They made a major HIPAA mistake with me and I had to consult PRMS

ScriptSure (no comments)

Veracity (no comments)

What Telemedicine Platform System Do They Use?

75 responded with a system

Caution: These responses were gathered during the COVID PHE, during which HHS temporarily allowed the use of non-HIPAA compliant telemedicine platforms, so not all listed below are HIPAA compliant. Also, some listed below have various options, the least expensive typically being non-HIPAA compliant. The risk management advice is for psychiatrists to use HIPAA-compliant telemedicine platforms, and to get a Business Associate Agreement from the vendor. HHS has issued a list of telemedicine platforms purporting to be HIPAA-compliant.

Pie chart legend:
- Doximity
- Doxy.me
- DrFirst / Backline
- Jituzu
- Kareo
- Psychology Today Sessions
- Ring Centra
- Secure Video
- Simple Practice
- Spruce Health
- Valant
- Veracity / AllegianceMD
- Zoom

Pie chart values: 4%, 24%, 1%, 1%, 5%, 5%, 1%, 1%, 1%, 1%, 3%, 4%, 48%

Comments:

Doximity
- Fair

Doxy.me
- Pretty good
- Great I've been using it for four years
- Doxy is free and has a nice interface but not always as reliable as zoom
- I have the pro version, surprisingly spotty, even after I upgraded internet and switched providers
- Adequate, but works great for a FREE service
- Service is solid. As far as I can tell, technical issues are usually due to problems on my or my patients' side rather than the platform itself. I used the free version for almost a year before switching to the paid version, but I can't say I see much difference in the performance of the two.
- It works but difficult to control factors, such as the quality of wifi, cable connection, lighting, sound, and video. Privacy rules are hard to enforce, such as patient in the public space and having someone in the room.
- Works well, no charge. I have also tried Doximity Dialer, and during the early pandemic, Zoom, WebEx, and Google Duo, though moved away from those as soon as a HIPAA compliant service with a reasonably-priced BAA was available.
- Web based so it is easy to use from anywhere and any device.
- Fair. Poor quality video and sometimes the servers have issues. Good price though.
- Basic, but useful and free.
- It's pretty functional. I like the ability to do HIPAA-compliant document transfer, to see multiple people on the same screen, to have a "virtual waiting room." Not expensive.
- Excellent cost and convenience - no downloads necessary for patient or practioner. But about 20% of sessions have technical problems - usually can be worked through but sometimes not.
- Quite happy with it, user friendly. Works best with google chrome. Does not work with Firefox, so patients have to be told about that.
- Overall, pleased with it. Help is a little long in coming when you need it. Pretty reliable. Patient's like not having whole log in fandango like Zoom and you can talk over each other like people do in real life. Group call functions, in visit texting, screen share are all useful but I don't know if all that functionality is in the freeware version.
- I like it – been easy to use
- Easy to use. For a solo practice cash basis the free platform has worked fine. Sometimes slow or lose connection but I think that is more a network problem than the platform
- Occasionally the connection is temperamental, but patients do not need to make accounts or download anything. Can transfer documents securely and charge via stripe when face to face which can be useful.
- Some occasional issues with connectivity.
- Works well
- Inexpensive ($35/month), but can get glitchy, especially during busy times of the day (afternoon/evening).
- Not always consistent with audio . Sometimes no sound from patient end
- Love it
- Not as good connection as Zoom. Otherwise simple and easy to use
- Reliability continually improving. Very easy for pt (no app to download) Features well adapted to treatment needs
- Has improved throughout the year

DrFirst / Backline
- Usng it for 16 months with almost no problems

- Average reliability   Fails to connect often

Google Meet
- It feels as good as Zoom. HIPAA compliant
- It is fine

Jituzu
- A little hard for people to set up their account, but for some it is easy. People forget their password or user-name and password. No option to forget your username. Just option if you forget your password. Otherwise, once people get set up it works pretty well and is incorporated with our calendar in our EHR.

Kareo (no comments)

Psychology Today Sessions
- Not always great

Ring Central
- Works well since it runs on the Zoom platform, but RingCentral Video is much cheaper than Zoom Health. And they provide a BAA.

Secure Video (no comments)

Simple Practice
- Very good. Easy.
- Good, only issue is internet connectivity which is not the platform's issue
- Costs extra, works great, easy to use for both pt and provider

Spruce Health
- Wish it had 3 way capability
- Works well
- Excellent. I also use it for my phone, fax, and patient messaging. Love it! I absolutely LOVE Spruce and am so glad I found it just as the pandemic developed last year. It's cheap (about $25/ month), provides a separate office phone number that rings your personal cell phone (but Spruce/ work notifications and calls can be turned off after hours). Patients can call, text message from their cell phone, Spruce message, email, fax me, and upload documents (such as intake paperwork and consent forms) all in one place that's HIPAA-secure. I can also turn on a customized "auto-responder" message to be automatically sent (via ALL of the above messaging options) to let patients know I am out of town, when I'll return, who to call if in crisis, etc.

Valant (no comments)

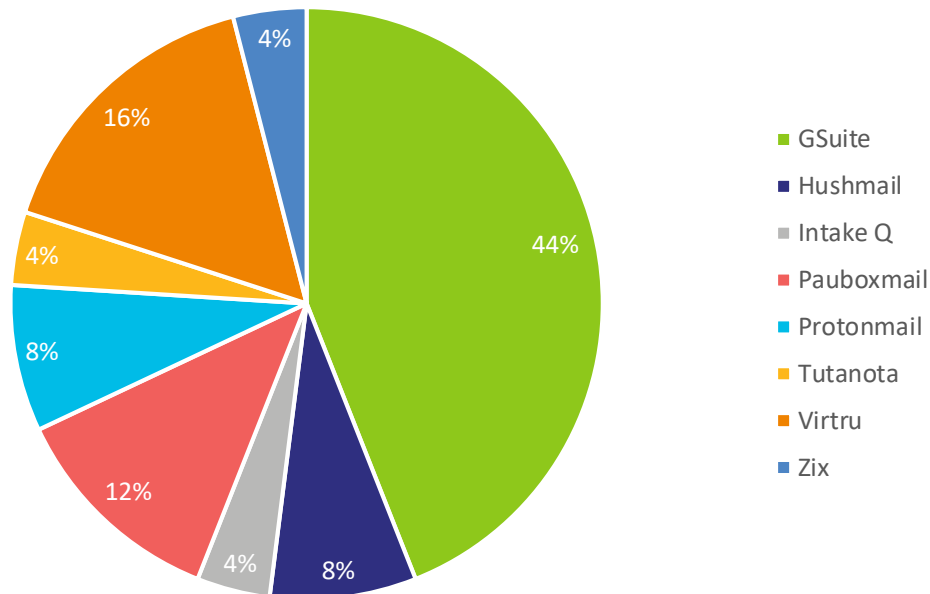Veracity / AllegianceMD (no comments)

Zoom
- Good
- Works well
- Good
- Fine

- Zoom will actually provide a BAA with their $15/month Pro subscription. You do not need to pay $200/month. But they don't advertise it, you have to contact their sales people (maybe even by phone). For people who want to record sessions, Zoom can do this locally.
- Any platform without a dedicated/static link for a waiting room and that does not have screenshare and white-boarding is not worth wasting time on. like practicing with a hand tied behind my back.
- Adequate
- I found this easier to use than VSee and Doxy.me
- Great so far
- Easy to use, but I can't figure out how to change my video background to make my background more anony-mous when I'm working from home
- Works great. I have tried others and found this to be the best. The waiting room feature is great. The fact that you don't need to send a meeting link each time is great. You can have a fixed meeting link that allows anyone who holds it to enter the waiting room. From there you can let them into the meeting. I previously used Doxy, which was unacceptably buggy.

Comments on multiple platforms:

- Doxy.me and Zoom: Zoom is higher quality in terms of video and audio, but charges a fee for a professional account and some technologically challenged patients find it hard to get started. Doxy.me is free, easier to use (just a web-based log on) so it has been easier for patients who are less savvy with a computer. The trade off has been some reliability problems (mainly earlier in the pandemic), and perhaps slightly lower quality video. Some patients have preferred Apple's FaceTime (thought I don't think it is secure), or just using the phone.

- Doxy.me and Doximity: Doxy.me (Professional version: $35/month) can be frustrating – it crashes more often than other platforms (per colleagues' reports). Doximity (Pro version: ~$275/yr) is more reliable and easier to use. Only downside: patient must use cellphone rather than tablet or laptop/desktop.

- Doxy.me and Doximity and FaceTime: Doxy is unreliable at times, otherwise good. Doximity the same. Face-Time the best connection.

- Zoom (secure) and Doxy: Doxy can be hit or miss; Zoom is my backup

- Zoom and FaceTime: Zoom has been very easy to use; good visual and audio; advantage is that most patients have a familiarity with it; FaceTime similarly but not all patients have access to it

What Encrypted Email Vendor Do They Use?

25 responded with a system

Legend:
- GSuite
- Hushmail
- Intake Q
- Pauboxmail
- Protonmail
- Tutanota
- Virtru
- Zix

Pie chart values: 4% (Zix), 16% (Virtru), 4% (Tutanota), 8% (Protonmail), 12% (Pauboxmail), 4% (Intake Q), 8% (Hushmail), 44% (GSuite)

Comments:

GSuite
- It's great
- Very inconsistent ability to email, often times run into issues with other email servers such as outside clinics or certain other website based emails such that emails are never received and I am never notified
- It's fine. Tech support is poor.

Hushmail
- It encrypts. That's what I ask it to do. It is affordable.
- Is there any functionality to encrypt through google business if you have a BAA with them?

Intake Q (no comments)

Pauboxmail
- Frustrated as have to pay for 3 licenses when only one needed.   seamless fit into gmail though and easier for myself and others.
- Excellent, has made my work so much easier and efficient
- PauBox makes it easy to send emails, and it's also easy for the recipient. Systems like Zix that require you to log into a portal are clunky and make it hard for patients to keep and search their messages. I am happy I switched from Zix to PauBox. I also looked at Virtru but this allows senders to revoke messages. If you rely on keeping emails from patients as part of your permanent record, you should refuse to accept Virtru emails or copy them and save them elsewhere so you don't run the risk of losing inbound messages.

Protonmail
- Good

Tutanota (no comments)

Virtru
- Works pretty well with Gmail. Small learning curve for doctor and patient to use reliably, but not too cumbersome.
- Excellent in efficiency, ease of use, and ease of use for recipients to open emails
- Fantastic! Very easy to use and install
- Has worked well

Zix
- Very good. Works well. Can use web portal or outlook plug-in

What Other Technology Do They Use?

3 responded with electronic fax systems
2 – Sfax

1 - SRFax

GROUPS WITH 2 – 4 PSYCHIATRISTS

What EHR System Do They Use?

6 responded with a system

1 – CarePaths
- Comment: Adequate, but not great

1 – Credible EHR
- Comment: It is easy to use buy it can have latency issues a few times a month

1 – iSalus
- Comment: It's good

1 – Kareo
- Comment: Very efficient, great integration of e-Rx, HER, and telehealth

1 – Practice Fusion
- Comment: Simple to use but not great, poor customer service

1 – Simple Practice
- Comment: Very well done, but not designed for psychiatrists

What e-Prescribing System Do They Use?

6 responded with a system

1 – CarePaths
- Comment: Not good, does not check the prescription monitoring database, sends duplicate requests, does not filter out unnecessary requests

1 – Credible
- Comment: It works well

1 – Dr.First
- Comment: Very simple and easy to use

1 – iSalus
- Comment: It's good, integrated with the EMR

1 – MDToolBox
- Comment: No frills, no complaints, works well

1 – Practice Fusion
- Comment: Works well

What Telemedicine Platform Are They Using?

6 responded with a system

1 – Anywhere Care
- Comment: Integrated with iSalus EMR; it's good

1 – CarePaths
- Comment: OK

1 – Doxy.me
- Comment: Free and effective, quality is poor sometimes

1 – Kareo
- Comment: Efficient

1 – Vivadox
- Comment: Free and better quality than Doxy

1 – Vsee
- Comment: It works

What Encrypted Email System Do They Use?

3 responded with a system

1 – GSuite
- Comment: No complaints, works well

1 – Protonmail (no comments)

1 – Virtru
- Comment: Expensive, but good

No relevant responses to other technology used.

GROUPS WITH 5 – 10 PSYCHIATRISTS

What EHR System Do They Use?

3 responded with a system

1 – Advanced MD (no comments)

1 - eClinicalWorks (no comments)

1 – Office Ally (no comments)

What e-Prescribing System Do They Use?

2 responded with a system

1 – eClinicalWorks (no comments)

1 – Office Ally
- Comment: Works fine

What Telemedicine Platform Are They Using?

2 responded with a system

2 – Doxy.me
- Comment: Lots of technical issues

No relevant responses about email vendors or other technology used.

GROUPS WITH >10 PSYCHIATRISTS

What EHR System Do They Use?

5 responded with a system

2 – eClinicalWorks (no comments)

1 – Intergy
- Comment: Good overall system that integrates practice management, billing system and EMR. Easy to cus-tomize for style of documentation (dictate, dragon speak, templates, free style typing, etc.).

1 – Orchid
- Comment: It has a webpage, payment processing, telehealth, scheduling, event managing (like Eventbrite) for support groups and events a clinician would ant to host. All in one.

1 – PCE Systems
- Comment: Very compliance-based, not clinical-friendly.

What e-Prescribing System Do They Use?

3 responded

1 – Intergy
- Comment: e-Rx system is integrated into the Practice Management and EMR so it is seamless. Easy to use for all meds and controlled substances.

1 – IRIS
- Comment: Designed more for therapists than prescribers

1 – Orchid (no comments)

What Telemedicine Platform Are They Using?

3 responses

1 – Doxy.me
- Comment: Simple and affordable telemed platform. There is a free version but we chose to use the subscription version that can be customized / branded to the practice.

1 – eVisit
- Comment: eVisit Classic is very problematic but eVisit Express is easier for patients (until you try to add additional people).

1 – Orchid (no comments)

No relevant responses about email vendors or other technology used.

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