

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.



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Affordability/Licenses



Name of Organization	Pros +	Cons -
Recovery Link RL for Providers: https://myrecoverylink.com/provider/	<ul style="list-style-type: none"> Recovery Organization Plan: \$350/mo for one site location and 5 staff users 	<ul style="list-style-type: none"> Additional charges for add-ons (reporting, enterprise dashboard, data migration and customization if needed) at \$150/hr Add-ons are absolutely necessary and will incur an extra charge (willing to negotiate)
RDP (Recovery Data Platform) https://facesandvoicesofrecovery.org/services/rdp/	<ul style="list-style-type: none"> 10 licenses to start (for admin) 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 Sharing with other RCO cohorts with MOUs "We would look at bulk pricing for multiple orgs. We would look at development time and work out a discount" 	<ul style="list-style-type: none"> Pricing - "We would charge for a kiosk - \$1500 per org per program, consent forms add-ons"
EHR Your Way https://ehryourway.com/	<ul style="list-style-type: none"> No add-on costs for features other than Zoom - must bring your own licenses 	<ul style="list-style-type: none"> \$800 monthly minimum, regardless of number of users One blanket license
NEON One System https://neonone.com/	<ul style="list-style-type: none"> \$99-\$299 monthly depending on modules desired; participants can have their own login and password 	<ul style="list-style-type: none"> Potential additional costs for data configuration, migration, and training for your staff
Penelope https://athenasoftware.net/features/	<ul style="list-style-type: none"> 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 Basic package includes billing 	<ul style="list-style-type: none"> Support for accessing the raw data, especially in terms of data preparation is very limited unless you pay for a support meeting Reporting functions are add-ons with additional price
Streamline -SmartCare™ Electronic Health Record (EHR) https://streamlinehealthcare.com/	<ul style="list-style-type: none"> 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. 	NA

User-Friendly/Tech Support



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

Data Analytics & Reporting



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

Service Tracking



Name of Organization	Pros +	Cons -
Recovery Link RL for Providers: https://myrecoverylink.com/provider/	<ul style="list-style-type: none"> • Has capacity to track services delivered and referrals 	<ul style="list-style-type: none"> • Add-on and additional cost necessary
RDP (Recovery Data Platform) https://facesandvoicesofrecovery.org/services/rdp/	<ul style="list-style-type: none"> • Provides service management tools and outcomes data • Tracks “Recovery Vital Signs” through evidence-based assessment tools 	NA
EHR Your Way https://ehryourway.com/	<ul style="list-style-type: none"> • Track program participation – similar to CMS 	NA
NEON One System https://neonone.com/	<ul style="list-style-type: none"> • Tracking software • Tracks in-house data for members coming in and out, how they’re coming in, what services are being utilized, demographics, etc. 	NA
Penelope https://athenasoftware.net/features/	<ul style="list-style-type: none"> • Primary features include scheduling, notes, smart forms, automated workflows, email and SMS reminders, staff communication tools, referral and wait list management and reports. 	NA
Streamline -SmartCare™ Electronic Health Record (EHR) https://streamlinehealthcare.com/	<ul style="list-style-type: none"> • Focus on the unique needs of the Behavioral Health Market • 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. • Robust inquiry/pre-admission tracking/intake 	NA

Customizeable



Name of Organization	Pros +	Cons -
Recovery Link RL for Providers: https://myrecoverylink.com/provider/	<ul style="list-style-type: none"> • Customizeable reporting 	<ul style="list-style-type: none"> • Add-on price
RDP (Recovery Data Platform) https://facesandvoicesofrecovery.org/services/rdp/	<ul style="list-style-type: none"> • “Totally flexible system; very customizable” • Can customize reports, can build and pull tailored data sets 	NA
EHR Your Way https://ehryourway.com/		NA
NEON One System https://neonone.com/	<ul style="list-style-type: none"> • Can create what you want to report on; customizeable fields and reports 	NA
Penelope https://athenasoftware.net/features/		<ul style="list-style-type: none"> • Add-on with additional price
Streamline -SmartCare™ Electronic Health Record (EHR) https://streamlinehealthcare.com/	<ul style="list-style-type: none"> • Flexibility to adapt to changing requirements 	NA

Networking Capacity



Name of Organization	Pros +	Cons -
Recovery Link RL for Providers: https://myrecoverylink.com/provider/	<ul style="list-style-type: none"> • capacity for data migration and sharing 	<ul style="list-style-type: none"> • Add-on and additional cost necessary
RDP (Recovery Data Platform) https://facesandvoicesofrecovery.org/services/rdp/	<ul style="list-style-type: none"> • “You can connect to other systems easily.” • Export capacity 	NA
EHR Your Way https://ehryourway.com/	<ul style="list-style-type: none"> • Link to external agencies 	NA
NEON One System https://neonone.com/	<ul style="list-style-type: none"> • Other system – HMIS – also have access to this • Can collaborate with other orgs in Tulare and kings county • Very informative on reporting what’s going on in the field of MH and SUD 	NA
Penelope https://athenasoftware.net/features/	<ul style="list-style-type: none"> • Easily export your data with access to a free Open Database Connectivity (ODBC) drive 	NA
Streamline -SmartCare™ Electronic Health Record (EHR) https://streamlinehealthcare.com/	<ul style="list-style-type: none"> • Cloud-Based technology • 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"> - Accounting systems - Human resources - Insurance companies - State and Local Government - National Center for Health Statistics (NCHS) 	NA

Other Features (billing, Telehealth, mobile app)



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

HIPPA Compliance and Data Privacy



Name of Organization	Pros +	Cons -
Recovery Link RL for Providers: https://myrecoverylink.com/provider/	<ul style="list-style-type: none"> • RL is willing to negotiate the service agreement around data sharing for increased cost 	<ul style="list-style-type: none"> • Business Agreement contains concerning language around data storage and privacy.
RDP (Recovery Data Platform) https://facesandvoicesofrecovery.org/services/rdp/	<ul style="list-style-type: none"> • Completely de-identified system • Built on Salesforce 	<ul style="list-style-type: none"> • We are doing some research on basic outcomes, Penn State • Never get rid of data, completely de-identified • Clients can export their data • HIPPA compliant, enter into BAs with all clients, encrypted data • Master service agreement: “we can use deidentified data for national research purposes”
EHR Your Way https://ehryourway.com/		NA
NEON One System https://neonone.com/	<ul style="list-style-type: none"> • “Optional” HIPPA compliance 	NA
Penelope https://athenasoftware.net/features/		<ul style="list-style-type: none"> • Case file / service file structure creates privacy issues - we may have to move away from this product on the basis of legal advice
Streamline -SmartCare™ Electronic Health Record (EHR) https://streamlinehealthcare.com/	<ul style="list-style-type: none"> • Hosting infrastructure powered by Microsoft Azure - both HIPAA and SSAE 16 SOCI compliant • Revenue Cycle Management — SmartCare™ RCM is a fully HIPAA-compliant service that manages the entire revenue cycle process for behavioral and mental health providers. 	NA



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