TherapySource is a complete clinical and administrative physical therapy software solution. It is a comprehensive therapy practice management software with the most advanced clinical documentation knowledge base in the industry. Developed specifically for outpatient facilities, TherapySource is used nationwide by over 8,000 physical therapists, occupational therapists, and speech & language pathologists.

TherapySource is designed as a complete practice management solution for rehabilitation clinics managing everything from scheduling, registration, clinical documentation and coding, to billing and collections, revenue cycle management and management reporting.

Our leading clinical documentation system contains the most comprehensive knowledge base in the industry resulting in high documentation accuracy and clinic productivity.

Reimbursement rates, referral patterns and productivity figures are just a few of the built-in reports within the TherapySource software. TherapySource brings together administrative and clinical information management processes, improving clinic workflow and staff efficiency.

TherapySource is a therapy software solution developed specifically to manage the clinical and administrative processes of outpatient therapy clinics. Whether private practices, multiple clinics or hospital/outpatient facilities, our therapy software significantly improves the bottom line performance of a therapy clinic by capturing more comprehensive, accurate clinical documentation at the point of care. TherapySource streamlines and automates clinical and financial processes allowing clinicians to spend less time on administrative processes and more time on providing quality patient care.

- Increase accuracy and completeness of clinical documentation
- Optimize reimbursement and improve productivity
- Maximize time with patients and improve quality of care
- Streamline communication between office and clinical staff
Scheduling and Clinical Documentation

Advanced scheduling system improves over all clinic functionality
TherapySource’s flexible and intelligent scheduling module simplifies the scheduling process, enabling you to get the most out of your clinical resources. The system’s integrated scheduling and clinical documentation functionality eliminates duplicate data entry and streamlines communication between office staff and clinicians.

- Scheduling access from any computer — eliminating paperwork and allowing multiple people to schedule
- Automated prompts for the collection of co-payments and printing of patient receipts tied to patient arrival time
- Rule-based notification periods for canceled and rescheduled appointments
- Patient demographic and appointment information integrated with the entire TherapySource suite of applications

Scheduling features
- Real-time scheduling and conflict checking for multiple users
- Integrated with the clinical documentation module, eliminating duplicate data entry and automatically updating clinicians’ schedule
- Authorization and treatment expiration prompts when attempting to schedule past approved limits
- Enhanced patient search by any combination of patient name, SSN, date of birth, account number or phone number
- Detailed patient header, providing case level information, visible from the main scheduling screen
- Book multiple appointments into a single time slot
- Quickly book multiple appointments from a weekly scheduling view
- View all appointments and time slots from the main scheduling view
- Quickly schedule appointments with minimal demographic information or perform partial registrations without leaving the application
- View a summary of the patient’s appointment history by case and also print detailed appointment card for patients
- Visible workers compensation and Medicare indicators
- Create custom group, or team schedules

Administrative features
- Freedom to customize schedules by facility and clinician, accounting for blocked time, evaluation slots, double and triple booking, lunch and in-service times
- Ability to customize hours and days of operation
- Automatic end-of-day reconciliation tying scheduled appointments to completed documentation
- Customization of demographic fields to control patient scheduling
- Secured access to multiple facilities for scheduling, patient registration and reporting
- Easy transfer of appointments between clinicians
- Optional access to the scheduling application for clinicians

Accurate clinical documentation enhances patient care while maximizing reimbursement
TherapySource’s enhanced electronic medical records (EMR), behave like paper charts with enhanced functionality to simplify processes and ensure complete and accurate clinical documentation. With TherapySource, therapists electronically “check out” charts, effortlessly add new notes and electronically sign charts from anywhere in the facility. Plus, therapists benefit from the following additional features:
- We’ve got the most comprehensive knowledge base in the industry, with contributions from Physical Therapists, Occupational Therapists, Speech Therapists. Our knowledge base spans across multiple disciplines such as pediatrics, orthopaedics and more.
- While a chart is checked out, all authorized clinicians have read-only access to ensure chart integrity
- Charges are automatically generated by the documented treatments without additional intervention from the clinician
- Cases are organized by the involved specialty and diagnosis
- TherapySource prompts users for a valid referral to support payer reimbursement
- TherapySource ensures the presence of a single primary diagnosis and allows multiple secondary diagnoses
- TherapySource simplifies documentation with the standard SOAP note format
- Short and long-term goals may be assigned to problems identified during the subjective and objective exam
Maximize Profitability with Powerful Coding, Billing and Collections

Enhanced coding and compliance functionality
TherapySource’s built-in coding and compliance engine automates the entire rehab coding process improving productivity and cash flow. The system automatically extracts charges from documentation, generates the appropriate code and produces a bill – all in the same day the patient receives treatment. TherapySource’s self-auditing chart functionality also ensures HIPAA, CMS and other payer compliance.
TherapySource’s coding and compliance features help clinics to:

- Automate code generation based on documentation
- Ensure collection and accuracy of patient co-pays with automated prompts
- Track physician and insurance referral and specialty information
- Track therapist license expirations with user-friendly alerts
- Comply with Medicare rounding rules for time-based procedures
- Benefit from CCI edits and LCD functionality
- Print a super bill before patients leave
- Ensure a proper month-end closing routine
- Format daily charge extractions in either HL7-compliant format, text file or Excel spreadsheet

TherapySource billing functionality
- Automatically derives charges from documentation
- Charge, payment, adjustment and transfer posting
- Automatic ERA (payment) posting
- Unapplied payments and credits on account
- Unlimited billing comments per patient transaction
- Numerous reporting capabilities
- All payer claims processing
- Patient billing and optional auto dunning messages
- Collections turnover to outside collection service
- Contract management
- Collections module built for the specific needs of collection staff
- Service queue for increased office communication
- Scanning ability for external health records

Collection Module
The Collection Module is a complete accounts receivable management tool designed to improve collector efficiency and productivity as well as decrease A/R, with features that enable your facility to:

- Automatically assign collectors to work accounts based on multiple criteria, ensuring no accounts are overlooked and eliminating the need to manually review accounts
- Design the collector workspace to meet individual collector’s needs
- Perform all collection activities from a centralized workspace
- Effortlessly generate patient statements, bills and insurance tracers
- Enter collection-related comments for referenced explanations when talking to payers or patients
- Access related registration and billing and assign action dates from within the workspace
- Utilize pre-defined triggers to initiate collection activity and follow-up
- Automate collections correspondence to insurance carriers and patients, including graded dunning letters
- Maintain collection-related activity and correspondence history
- Monitor collector productivity
- Seamless turnover of accounts to outside agencies if necessary
Supporting Clinicians with Powerful Reporting Solutions

Improving facility management with robust reporting capabilities
TherapySource offers extensive reporting features that provide quick and accurate information. With the ability to produce meaningful operational, management, marketing and outcomes reports in seconds, TherapySource puts business insight at your fingertips, enabling you to better manage your business. With TherapySource, your rehabilitation clinic can make informed decisions based on the following reports:

Operational & Marketing Reports
- Patient appointments, cancellations and no-shows
- Daily sign-in sheet and patient appointment list by facility or clinician
- Daily schedules
- End-of-day reconciliation
- Daily call list
- Referral tracking by physician, financial service class and product line

Management Reports
- Collections activity
- Incomplete claims information
- Incomplete case information
- Missing attestation
- Patient inactivity
- Authorization tracking
- Active patients by FSC
- Open notes
- Daily co-payment collection
- End-of-day reconciliation compiles summary of daily facility activity
- Patient appointment list summarizing authorization and visit status for scheduled patients

Outcomes Reporting
- Facility reconciliation
- Clinician reconciliation
- Initial evaluations by physician
- Visits and revenue by facility by financial service class
- Clinician billing audit
- Referring physician billing audit
- Discharged patients
- Census summary
- Billable/non-billable
- Clinician CPT usage

We saw a $700,000 increase in annual billings. TherapySource’s Clinical Documentation is so thorough that even Medicare rejections have become a thing of the past.

Joe Black
Blount Memorial Total Rehab
Training Program

As the industry leader in therapy software solutions, we provide the most efficient and thorough training available. Our experienced and dedicated training professionals will ensure your clinic runs smoothly from day one.

We provide on-site, hands-on training for all facility personnel to ensure a seamless transition from your current processes to the full deployment of TherapySource. You will receive:

- 6 hours of registration and scheduling training for front desk personnel
- 8 hours of electronic documentation training for clinical personnel
- 36 hours of billing training
- Up to 20 hours of go-live support, which includes assisting front desk personnel and clinicians

**Front Desk Users will be trained to:**
- Register patients
- Schedule patient appointments
- Multi-book, copy, edit, reschedule, cancel and void appointments
- Efficiently manage each clinician’s schedule
- Track Medicare Plans of Care
- Track patient co-pay, prescriptions, and health insurance authorization
- Complete daily reconciliation
- View/print completed notes
- Run various reports for patient tracking and facility management

**Clinical Users will be trained to:**
- Create electronic documentation for evaluations, daily notes, progress reports, cancel/no-show notes, administrative notes, addendums, and discharge summaries
- Specify and verify patient diagnoses
- View various patient lists related to patient appointments, prescriptions and health insurance authorization, future doctor appointments, and patient inactivity
- Create and edit exercise flow sheets and home exercise programs
- Schedule patient appointments
- Access and edit patient information as necessary

**Billing Users will be trained to:**
- Review and edit patient information
- Extract charges from documented clinical notes and send to billing system
- Enter charges manually when necessary
- Align claim forms
- Send electronic claims
- Enter and post over-the-counter payments, insurance payments, and electronic remittances
- Complete month end process
- Run various management and system reports
- Utilize collections module

**On-site Training and Go-live Support**

On-site training and go-live support provides your clinic with a well informed trainer who can provide hands-on training, offer support to all users during the first days of go-live.

- Being on-site for hands-on training, the trainer can read cues such as facial expressions to gauge understanding of the material. The trainer can move about the room, assisting users as needed.
- Throughout Go-live week, the trainer provides encouragement and “over the shoulder” feedback to all users. The on-site trainer can provide assistance to front desk users in the incorporation of TherapySource into the workflow of the facility, while supporting clinical users during documentation of notes.
SourceMedical Hosting Services

SourceMedical hosting service allows rehab clinics to enjoy the same benefits of large IT infrastructure, without having to make investments in the IT personnel and equipment necessary to support TherapySource applications. Acquiring and maintaining a secure, reliable IT environment requires valuable time and financial commitments that can drain a therapy clinic’s resources. With changing technology, regulatory requirements, and today’s economic and reimbursement challenges, keeping pace can be overwhelming. Outsourcing your information technology with our hosting services will remove these IT related concerns and allow staff to focus on their core competency – patient care.

Our hosted clients enjoy secure, affordable and reliable service at a fraction of the cost. Benefits include . . .

Fixed monthly cost – With our hosting service, you will avoid large initial cash outlays. Hosting provides consistent monthly fixed costs for expenses associated with server acquisition, installation, maintenance, and support.

A Scalable Hosting Plan – Room for growth and expansion without expensive upgrading or replacement of your in-house server.

Easy implementation and upgrades - Application updates automatically installed at a time that won’t hinder your operations. You will remain ahead of changing requirements and technology upgrades while reducing server-related expenses.

Reliability and greater peace of mind – Continual server management and automated back-up and storage procedures protect patient data and ensure business continuity in the event of an unforeseen event such as a damaged hard drive.

Greater operational efficiencies – Housed in a state-of-the-art facility with optimal configuration for best performance and access to industry best practices reduces downtime and productivity disruption.