FrontRunners

MENTAL HEALTH EMR SOFTWARE

May 2017
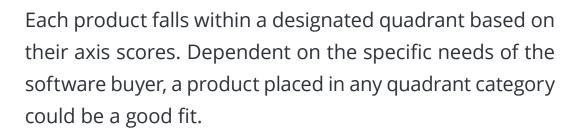
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FRONTRUNNERS

INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Mental Health EMR market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for the capability (x-axis) and value (y-axis) they bring to users. FrontRunners then plots the top 25-30 products in a quadrant format.

In the Mental Health EMR FrontRunners graphic, the Capability axis starts at 2.80 and ends at 4.40, while the Value axis starts at 3.00 and ends at 4.60.

To be considered for the Mental Health EMR FrontRunners, a product needed a minimum of 10 user reviews, a minimum capability user rating score of 2.5 and a minimum value user rating score of 2.0. In most cases, we evaluate hundreds of products and feature 20-25 as FrontRunners; all products that qualify as FrontRunners are top performing products in their market.

Each product falls within a designated quadrant based on their axis scores. Dependent on the specific needs of the software buyer, a product placed in any quadrant category could be a good fit.

QUADRANT CATEGORIES:

» **Upper Right = Leaders:** Leaders are all-around strong products. They offer a wide range of functionality to a wide range of customers. These products are considered highly valuable by customers.

» **Upper Left = Masters:** Masters may focus more heavily on certain key features or market segments than Leaders do. If you need a more specialized set of functionality without bells and whistles, then a product in the Masters quadrant might be right for you.

» **Lower Right = Pacesetters:** Pacesetters may offer a strong set of features, but are not rated as highly on value. For example, a Pacesetter might offer greater functionality, but cost more.

» **Lower Left = Contenders:** Contenders may focus on a more specialized set of capabilities that are priced at a higher point. This makes them ideal for companies willing to pay more for specific features that meet their unique needs.
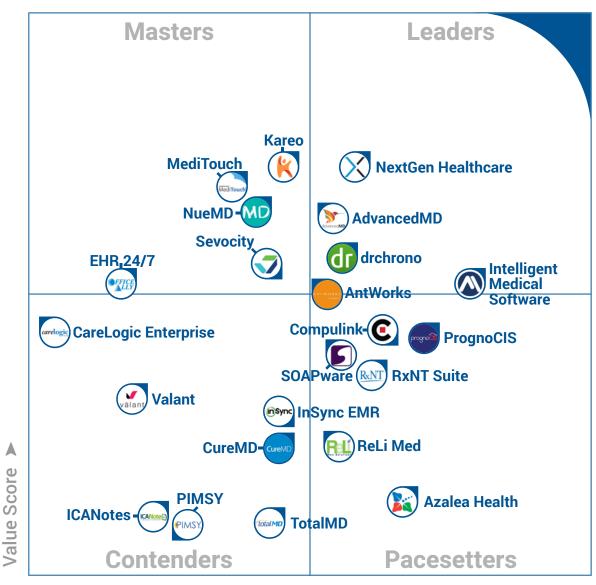
DEFINING MENTAL HEALTH EMR SOFTWARE

Mental Health Electronic Medical Records (EMR) **software** automates the clinical operations of mental and behavioral health providers, providing digital storage of patient notes, demographics, histories, medications, test results and more.

Software Advice's FrontRunners quadrant is focused on the North American Mental Health EMR software market. We identify the following set of core capabilities for the Mental Health EMR software category. The software must **cater specifically to mental/behavioral health practices,** and offer **charting/patient records/notes, order entry, decision support, automated coding assistance** and **ONC-ATCB certification,** as well as at least one of the following: **clinical interoperability, patient portal** and/or **e-prescribing.**

In addition, we identify several related features that organizations purchasing Mental Health EMR software may also need or wish to consider: patient scheduling, medical billing, claims scrubbing, claims management, handwriting recognition, patient eligibility checks, statements and collections, voice recognition, global assessment of functioning (GAF) chart integration and group scheduling/notes.

THE QUADRANT

The Quadrant chart — axes: Capability Score (horizontal) and Value Score (vertical). Four quadrants: Masters (top left), Leaders (top right), Contenders (bottom left), Pacesetters (bottom right).

Masters / Leaders / Contenders / Pacesetters

- Kareo
- MediTouch
- NueMD
- Sevocity
- EHR 24/7
- CareLogic Enterprise
- Valant
- CureMD
- ICANotes
- PIMSY
- NextGen Healthcare
- AdvancedMD
- drchrono
- AntWorks
- Intelligent Medical Software
- Compulink
- PrognoCIS
- SOAPware
- RxNT Suite
- InSync EMR
- ReLi Med
- TotalMD
- Azalea Health

All products that qualify as FrontRunners are top performing products in their market.

MENTAL HEALTH EMR FRONTRUNNERS INDEX

NEXTGEN HEALTHCARE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.77	VALUE	4.25
Capability User Rating	**3.61**	**Value User Rating**	**3.67**
Functionality Breadth	**4.40**	**Adoption Score**	**4.83**
Features	4.00	Customer Base	5.00
Integrations	4.80	Reviews Volume	4.30
Confidence Score	**3.45**	Google Searches	4.90
Customer Base	5.00	Skills Base	4.90
Employee Base	4.90		
Customer Growth	2.40		
Employee Growth	1.50		

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INTELLIGENT MEDICAL SOFTWARE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.10	VALUE	3.88
Capability User Rating	**4.53**	**Value User Rating**	**4.50**
Functionality Breadth	**4.35**	**Adoption Score**	**3.25**
Features	4.00	Customer Base	3.10
Integrations	4.70	Reviews Volume	2.40
Confidence Score	**3.00**	Google Searches	4.70
Customer Base	3.10	Skills Base	3.10
Employee Base	4.40		
Customer Growth	2.90		
Employee Growth	1.60		

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KAREO
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.57	VALUE	4.25
Capability User Rating	**3.92**	**Value User Rating**	**3.87**
Functionality Breadth	**2.80**	**Adoption Score**	**4.63**
Features	2.70	Customer Base	4.70
Integrations	2.90	Reviews Volume	4.90
Confidence Score	**3.63**	Google Searches	4.50
Customer Base	4.70	Skills Base	4.50
Employee Base	4.50		
Customer Growth	4.10		
Employee Growth	1.20		

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ADVANCEDMD EHR
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.62	VALUE	4.09
Capability User Rating	**3.59**	**Value User Rating**	**3.51**
Functionality Breadth	**2.95**	**Adoption Score**	**4.67**
Features	2.70	Customer Base	4.80
Integrations	3.20	Reviews Volume	4.50
Confidence Score	**4.38**	Google Searches	4.30
Customer Base	4.80	Skills Base	4.80
Employee Base	4.80		
Customer Growth	3.50		
Employee Growth	4.40		

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PROGNOCIS
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.97	VALUE	3.71
Capability User Rating	**4.07**	**Value User Rating**	**4.09**
Functionality Breadth	**4.15**	**Adoption Score**	**3.33**
Features	4.00	Customer Base	3.20
Integrations	4.30	Reviews Volume	4.70
Confidence Score	**3.60**	Google Searches	2.50
Customer Base	3.20	Skills Base	3.20
Employee Base	4.10		
Customer Growth	2.80		
Employee Growth	4.30		

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DRCHRONO
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.73	VALUE	3.96
Capability User Rating	**4.15**	**Value User Rating**	**4.16**
Functionality Breadth	**3.00**	**Adoption Score**	**3.75**
Features	2.70	Customer Base	4.40
Integrations	3.30	Reviews Volume	4.10
Confidence Score	**3.60**	Google Searches	1.00
Customer Base	4.40	Skills Base	4.30
Employee Base	3.30		
Customer Growth	3.90		
Employee Growth	2.80		

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MEDITOUCH EHR
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.42	VALUE	4.19
Capability User Rating	**4.14**	**Value User Rating**	**4.15**
Functionality Breadth	**1.55**	**Adoption Score**	**4.23**
Features	2.10	Customer Base	3.90
Integrations	1.00	Reviews Volume	5.00
Confidence Score	**3.85**	Google Searches	4.80
Customer Base	3.90	Skills Base	3.90
Employee Base	3.50		
Customer Growth	4.30		
Employee Growth	3.70		

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NUEMD
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.49	VALUE	4.11
Capability User Rating	**4.36**	**Value User Rating**	**4.40**
Functionality Breadth	**3.00**	**Adoption Score**	**3.82**
Features	4.00	Customer Base	3.60
Integrations	2.00	Reviews Volume	4.80
Confidence Score	**2.25**	Google Searches	3.50
Customer Base	3.60	Skills Base	3.70
Employee Base	2.10		
Customer Growth	2.00		
Employee Growth	1.30		

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COMPULINK
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.85	VALUE	3.63
Capability User Rating	**4.02**	**Value User Rating**	**3.99**
Functionality Breadth	**4.45**	**Adoption Score**	**3.27**
Features	4.00	Customer Base	3.70
Integrations	4.90	Reviews Volume	4.00
Confidence Score	**2.90**	Google Searches	1.00
Customer Base	3.70	Skills Base	3.60
Employee Base	2.90		
Customer Growth	3.30		
Employee Growth	1.70		

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ANTWORKS
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.60	VALUE	3.84
Capability User Rating	**4.70**	**Value User Rating**	**4.77**
Functionality Breadth	**1.85**	**Adoption Score**	**2.92**
Features	2.70	Customer Base	2.50
Integrations	1.00	Reviews Volume	4.40
Confidence Score	**3.15**	Google Searches	3.10
Customer Base	2.50	Skills Base	2.50
Employee Base	2.80		
Customer Growth	2.40		
Employee Growth	4.90		

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RXNT SUITE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.82	VALUE	3.59
Capability User Rating	**4.54**	**Value User Rating**	**4.50**
Functionality Breadth	**3.35**	**Adoption Score**	**2.68**
Features	2.70	Customer Base	2.90
Integrations	4.00	Reviews Volume	3.50
Confidence Score	**2.85**	Google Searches	1.00
Customer Base	2.90	Skills Base	2.90
Employee Base	2.40		
Customer Growth	2.00		
Employee Growth	4.10		

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SEVOCITY EHR
FRONTRUNNERS SCORECARD

FrontRunners

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.52	VALUE	3.84
Capability User Rating	**4.32**	**Value User Rating**	**4.30**
Functionality Breadth	**2.65**	**Adoption Score**	**3.38**
Features	1.70	Customer Base	3.30
Integrations	3.60	Reviews Volume	3.60
Confidence Score	**2.78**	Google Searches	3.50
Customer Base	3.30	Skills Base	3.30
Employee Base	2.00		
Customer Growth	1.90		
Employee Growth	3.90		

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SOAPWARE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.64	VALUE	3.66
Capability User Rating	**4.10**	**Value User Rating**	**4.14**
Functionality Breadth	**3.15**	**Adoption Score**	**3.18**
Features	2.70	Customer Base	4.10
Integrations	3.60	Reviews Volume	1.90
Confidence Score	**3.20**	Google Searches	1.00
Customer Base	4.10	Skills Base	4.00
Employee Base	2.50		
Customer Growth	1.70		
Employee Growth	4.50		

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AZALEA HEALTH
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.91	VALUE	3.19
Capability User Rating	**4.63**	**Value User Rating**	**4.63**
Functionality Breadth	**3.30**	**Adoption Score**	**1.75**
Features	2.70	Customer Base	2.00
Integrations	3.90	Reviews Volume	1.30
Confidence Score	**3.10**	Google Searches	1.00
Customer Base	2.00	Skills Base	2.10
Employee Base	3.70		
Customer Growth	2.00		
Employee Growth	4.70		

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RELIMED
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.63	VALUE	3.37
Capability User Rating	**4.87**	**Value User Rating**	**4.90**
Functionality Breadth	**2.85**	**Adoption Score**	**1.83**
Features	1.70	Customer Base	1.60
Integrations	4.00	Reviews Volume	2.30
Confidence Score	**1.93**	Google Searches	2.50
Customer Base	1.60	Skills Base	1.50
Employee Base	1.60		
Customer Growth	1.00		
Employee Growth	3.50		

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EHR 24/7
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.11	VALUE	3.88
Capability User Rating	**3.78**	**Value User Rating**	**3.89**
Functionality Breadth	**1.55**	**Adoption Score**	**3.87**
Features	2.10	Customer Base	4.40
Integrations	1.00	Reviews Volume	2.70
Confidence Score	**3.35**	Google Searches	3.10
Customer Base	4.40	Skills Base	4.30
Employee Base	3.10		
Customer Growth	3.90		
Employee Growth	2.00		

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INSYNC EMR
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.56	VALUE	3.38
Capability User Rating	**4.35**	**Value User Rating**	**4.50**
Functionality Breadth	**3.00**	**Adoption Score**	**2.27**
Features	4.00	Customer Base	1.50
Integrations	2.00	Reviews Volume	2.80
Confidence Score	**2.53**	Google Searches	4.00
Customer Base	1.50	Skills Base	1.90
Employee Base	3.60		
Customer Growth	1.00		
Employee Growth	4.00		

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CUREMD
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.56	VALUE	3.36
Capability User Rating	**3.84**	**Value User Rating**	**3.74**
Functionality Breadth	**2.70**	**Adoption Score**	**2.98**
Features	2.70	Customer Base	3.50
Integrations	2.70	Reviews Volume	2.90
Confidence Score	**3.85**	Google Searches	1.00
Customer Base	3.50	Skills Base	3.50
Employee Base	4.70		
Customer Growth	4.50		
Employee Growth	2.70		

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VALANT
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.15	VALUE	3.51
Capability User Rating	**4.02**	**Value User Rating**	**3.83**
Functionality Breadth	**1.25**	**Adoption Score**	**3.18**
Features	1.50	Customer Base	2.80
Integrations	1.00	Reviews Volume	3.70
Confidence Score	**3.30**	Google Searches	5.00
Customer Base	2.80	Skills Base	2.40
Employee Base	3.10		
Customer Growth	4.90		
Employee Growth	2.40		

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TOTALMD
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.53	VALUE	3.12
Capability User Rating	**4.30**	**Value User Rating**	**4.19**
Functionality Breadth	**3.00**	**Adoption Score**	**2.05**
Features	4.00	Customer Base	1.60
Integrations	2.00	Reviews Volume	2.40
Confidence Score	**2.53**	Google Searches	3.30
Customer Base	1.60	Skills Base	1.70
Employee Base	1.30		
Customer Growth	4.70		
Employee Growth	2.50		

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CARELOGIC ENTERPRISE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	2.83	VALUE	3.72
Capability User Rating	3.38	**Value User Rating**	3.50
Functionality Breadth	1.10	**Adoption Score**	3.93
Features	1.20	Customer Base	4.00
Integrations	1.00	Reviews Volume	3.70
Confidence Score	3.45	Google Searches	2.50
Customer Base	4.00	Skills Base	4.70
Employee Base	4.00		
Customer Growth	3.50		
Employee Growth	2.30		

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ICANOTES
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.20	VALUE	3.14
Capability User Rating	**4.14**	**Value User Rating**	**3.80**
Functionality Breadth	**1.60**	**Adoption Score**	**2.48**
Features	1.20	Customer Base	2.70
Integrations	2.00	Reviews Volume	3.10
Confidence Score	**2.90**	Google Searches	1.00
Customer Base	2.70	Skills Base	2.70
Employee Base	1.60		
Customer Growth	4.40		
Employee Growth	2.90		

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PIMSY
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.21	VALUE	3.02
Capability User Rating	**4.17**	**Value User Rating**	**4.15**
Functionality Breadth	**3.50**	**Adoption Score**	**1.88**
Features	5.00	Customer Base	1.00
Integrations	2.00	Reviews Volume	3.20
Confidence Score	**1.00**	Google Searches	3.50
Customer Base	1.00	Skills Base	1.30
Employee Base	1.00		
Customer Growth	1.00		
Employee Growth	1.00		

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RUNNERS UP

Providers listed as **Runners Up** were considered for inclusion in the quadrant, but were ultimately not included for one or more reasons: they did not have enough reviews; they did not meet the reviews score minimum; they did not meet the ultimate Value and Capability minimum scores; or they did not meet our functionality requirements for the market.

10to8

A.I.med

A+ DELPHI Psychotherapy Billing Software

AbelMed

Absolute EMR

AccuMed

AccuPoint

Acuity Scheduling

AdvancedMD Practice Management

AlphaFlex

AppointmentsEverywhere

AWARDS by Foothold Technology

AZZLY a2z Charting

BestNotes

BlueEHR

BreezyNotes EHR

CAM by Celerity

CareRecord

CareTracker

CareVoyant for Outpatient

CentralReach

CGM Clinical

CGM DAQbilling

ClientTrack by Eccovia Solutions

Clinician's Desktop

ClinicMind

ClinicSource

ClinicTracker Connect

CoCENTRIX Coordinated Care Platform

CollaborateMD

Counselog

CounSol.com

DELPHI32

RUNNERS UP

DOCISS EMR

Dr Cloud EMR

DrFirst Rcopia-MU

e-MDs Chart

EHR YOUR WAY

electronic Clinical Record by TenEleven Group

Empathic Clinical

EMRx

EncounterWorks

Epitomax

eRecord

Essentia EMR

eTHOMAS

Eyefinity OfficeMate

EZClaim

FreeDOM MD

HARMONY Medical

Healthpac

HIPAA Compliance Software

InputHealth

IntakeQ

Intergy Practice Management System

iSALUS EHR

Kipu Systems

LytecMD

MastermindEMR

MCIS Clinicals

Med+DBase

MedClarity

MEDENT

MedEZ

MedicsDocAssistant EHR

MedicsPremier

Medisoft Clinical

MEDITECH EHR

MedLedger

MedPointe

Mentegram Notes

MindLinc EMR

MPM by eMedical Systems

My Clients Plus

myEvolv by Netsmart

Navicure

Netsmart Insight

Netsmart myAvatar Suite

NEXconnex

NextStep

Nightingale

NUBooking

OpenEMR by Open Med Practice

Optum Physician EMR Suite

Orchestra One

RUNNERS UP

Oscar EMR by Oscar McMaster

PatientClick Suite

Penelope by Athena

Practice EHR

Practice Mate

Practice Perfect EMR

PracticeSuite

Procentive

PsychConsult Provider

PsychReport

Psyquel

QuicDoc

QuickPractice

Radekal

SHIFT by Aura Interactiva

Shrinkrapt

SilverTree

SimplePractice

simplifyMD

SmartCare by Streamline

SOS Suite

Speedy Claims

SpringCharts EMR

T.O.V.A.

TheraManager

TheraNest

Therapy Appointment

Therapy Partner

TherapyCharts

TherapyMate

TherapyNotes

Therasoft Online

ThinkHealth

Titanium Schedule

TM3

uniwide HIMS

vCita LiveSite

ViSolve Medical Billing Module

WEBeDoctor

WeCounsel

Welligent EHR

WritePad EMR by 1st Provider's Choice

WRS Health

YellowSchedule

METHODOLOGY BASICS

The **FrontRunners methodology** **assesses and** calculates a score for products on two primary dimensions: Capability on the x-axis and Value on the y-axis.

THE CAPABILITY SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

» End-user ratings of one to five stars on the product's functionality.

» End-user ratings of one to five stars on the product's ease of use.

» End-user ratings of one to five stars on the product's customer support.

» A score, relative to other products in the market, for the product's inclusion of key functionality for the software category.

» A score, relative to other products in the market, representing the number of other products that integrate with it.

THE VALUE SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

» End-user ratings of one to five stars on overall satisfaction with the product.

» End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.

» End-user ratings of one to five stars on how likely they are to recommend the product to others.

» A score, relative to other products in the market, for the size of the product's customer base.

» A score, relative to other products in the market, for the number of professionals in the market who have experience with the product (e.g., users, developers, administrators).

» A score, relative to other products in the market, representing the total number of user reviews across the three Gartner web properties.

» A score, relative to other products in the market, representing the average number of times per month internet users search for the product on Google.

Markets are defined by a core set of functionality, and products considered for, and included in, FrontRunners must offer that core set of functionality. Additional related functionality can contribute to the capability score for a product. To qualify for consideration in a FrontRunners quadrant, a product must have a minimum number of unique, user-submitted product reviews across the three Gartner Digital Markets web properties: softwareadvice.com, capterra.com and getapp.com. The minimum number of reviews required per product may differ by category, but will generally be between 10 and 20 unique reviews.