

## Case Study

# How Open Hearts Transformed Care and Billing with AxiomEHR

Open Hearts Family Wellness, an Arizona-based organization founded in 1974, is dedicated to enhancing behavioral and mental health across the communities it serves. Offering a wide range of services—from innovative mental health programs to homelessness prevention — Open Hearts' vision is thriving families and resilient communities.



## Challenges

Open Hearts was using an outdated Electronic Health Record (EHR) system that couldn't keep pace with evolving state regulations or internal workflows.

### As a result, their team struggled with:

- \* Excessive manual data entry for staff
- \* Delays in system updates
- \* Frequent claim rejections
- \* Lost revenue
- \* Inefficiencies in both clinical and billing processes

## Solutions

In 2023, Open Hearts implemented AxiomEHR, a modern and user-friendly EHR system.

### With AxiomEHR, Open Hearts gained:

- + Automated workflows
- + Structured clinical documentation
- + Seamless revenue management
- + Real-time updates to meet regulatory changes
- + Local, responsive support from a Phoenix-based team

AxiomEHR transformed clinicians' notes into structured data, improving both client care and administrative efficiency.

## Results

The adoption of AxiomEHR led to a **significant reduction in time spent on record-keeping and improved claims processing**. Structured data fields and revenue cycle management optimized billing, resulting in better claims performance. Support requests, which previously took months to address, are now resolved within hours, allowing for swift adaptations

- \* One costly example: when regulators required the addition of a single standardized field on a claim form, their legacy EHR vendor took more than six months to implement the change—causing delays, rejected claims, and lost revenue. With AxiomEHR, such modifications can now be made quickly and efficiently by Open Hearts staff.
- \* By modernizing their EHR system with AxiomEHR, Open Hearts Family Wellness has enhanced their operational efficiency, improved compliance, and can better serve their community's behavioral health needs.

Discover how AxiomEHR could help improve performance at your organization, too.

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