

Customer Case Study | Mental Health Center of Denver

Mental Health Center of Denver (MHCD) is a private, charitable organization servicing Denver County with eight outpatient clinics and over 500 professionals on staff.

MHCD was already using an EHR but was not happy with the pricing and service of their previous transcription vendor. They were looking for a more competitively priced solution that offered the technology to **integrate with their current EHR** without incurring additional costs or change in provider workflow.

[Celerity Solutions Group](#) was able to provide an integrated solution for MHCD. Now, their providers dictate via phone line then documents are transcribed by CSG in an adapted format. After quality assurance, a customized delivery script converts the documents into HL7 data string and drops off to MHCD's servers. HL7 data is then pushed out to populate EHR for immediate access.

The benefits that MHCD have realized since transitioning to Celerity include:

- **Significant cost savings** due to more competitive pricing and no additional IT costs incurred during their transition
- No impact on provider **workflow**
- Decreased report **turnaround time**
- Improved **revenue cycle** as providers dictate billing codes in the customized format resulting in accelerated invoicing
- Streamlined and efficient workflow due to the **hands-free** transcription process

"Celerity's team was able to work with our IT department to derive a cost-effective, successful solution. Because of this partnership, the EHR integration process was simple and easy."

-Karen Barritt, Director of Information Systems
