



New Patient-Centered Mental Health Practice Launches with Kareo and PatientPop

Ruth Fulton became a doctor as a challenge to herself. “I’d been a psych and mental health nurse for years, and considered that my career. Then I got cancer. While recovering, I asked myself what I wanted to do with the rest of my life. Sit around and watch soap operas? That’s just not me. So I went back to college, even though it was kind of late in life, and got my doctorate as a nurse practitioner. Now I can help people at an entirely new level.”

Dr. Fulton has been a travel practitioner while also running a mental health practice remotely from her headquarters in Arizona. But then she decided to start a new practice in Texas to be closer to her son and grandchildren.

CHALLENGE

An Independent Practice Based on Talk-Therapy

“My time as a travel nurse practitioner has taught me a lot of very valuable lessons, which I’m putting to use as I open my new practice,” she says. “The clinic is called Brain and Body Connections. I’m specializing in depression and anxiety therapy, because that’s where I feel I can make the greatest difference. So many people are dealing with depression and anxiety, especially with the impact of Covid, and they need someone to talk with. I don’t like taking medications myself. So I don’t want to prescribe them to patients if talking will do the trick. In many cases, we can avoid medications entirely with a few sessions of talk therapy.”

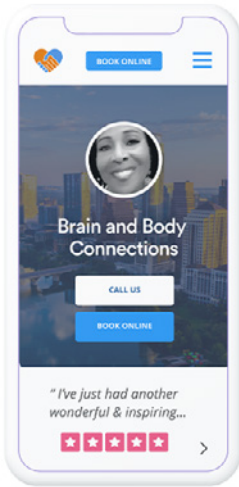


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Founder, Brain and Body Connections



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SOLUTION

User-Friendly Integrated Platform

It was the same person-to-person emphasis that led her to choose Kareo as the EHR for her new clinic. “I’ve used Kareo in the past, and love everything about it. But the best thing is its customer service. If I ever have a problem with the software, I just pick up the phone and call Kareo. A real person answers the phone and helps me. They tell me what to do right then and there, without constantly chatting, texting or otherwise wasting my time. It’s wonderful.”

She uses Kareo to run all aspects of her practice. “New patients go onto the Kareo portal and can set up their own appointments. I write up my notes in Kareo after each patient visit, and it’s stored safely in the cloud. Afterwards, I go into the medical section of Kareo and write any prescriptions that are necessary. Kareo sends the script directly to the pharmacy, which saves me about 15 minutes each time. Patients like e-prescriptions because they don’t have to carry around a piece of paper. They just call the pharmacy to see if their meds are ready and go pick them up.”

Remote Counseling through Telehealth

Dr. Fulton says that telehealth is changing the face of mental health treatment. “I’m running a practice in Arizona right now while I’m servicing as a nurse practitioner in California, and it’s all possible because of telehealth,” she says. “On my off days in California, I just put on a nice blouse over my pajama bottoms and house shoes and start seeing patients. Nobody knows that I’m not there in Arizona or dressed professionally from head to toe. It has allowed me to take travel jobs while still running a thriving practice in another state, and save up money for opening the new practice in Texas.”

PatientPop for Online Presence

Dr. Fulton is using PatientPop to market and create a solid reputation for her new clinic in Texas, which will open soon. “PatientPop is creating a website for us, complete with search engine optimization so new patients can find us. Patients will be able to schedule their own initial appointments from the website, which will save me a lot of time. It will be great to have the PatientPop capabilities fully integrated with our existing Kareo system.”



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RESULTS

Easy Invoicing, Support and Training

She likes the way that her billing company interfaces seamlessly with her Kareo system and can access patient demographics. “Once I finish my Kareo notes after a visit, the billers open up the file and start the insurance submission process. This is one of the main reasons I went with Kareo and PatientPop. They have everything a small practice needs in one place, which keeps me from getting frustrated with technology.”

Dr. Fulton had previously used a different platform, while paled in comparison to Kareo and PatientPop. “It would take three days for them to get back to me when I called customer service. This really sucked, because I couldn’t go on to a different task. You had to finish with one area before you moved on to the next. The other company was taking away from my efficiencies and driving me nuts. So I dropped them like a hot potato and switched over to Kareo and PatientPop,” she notes.

“I also got a lot out of Kareo’s training program. I did Kareo University at the beginning, but discovered that I did better with just talking with a live person. I was up and running on the system in no time.”

According to Dr. Fulton, Kareo and PatientPop are allowing her to achieve a long-held dream. “My goal is to grow in grace by serving others. Kareo and PatientPop help me do this in a big way, because they open up more of my time for dealing with patients as individuals. I’m looking forward to partnering with them for many years in my new practice.” ✨

Learn how Tebra can help your practice thrive.
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Built on the Strength of Kareo + PatientPop