

# Fewer clicks, more security and revenue with an integrated telehealth solution

## Client Spotlight: Jewish Social Services Agency



Jewish Social Services Agency (JSSA) is a health and social wellness agency that provides an array of human services and post-acute care.

JSSA began exploring telehealth solutions during the pandemic in order to safely continue providing services. The agency was already using a Netsmart CareRecord, so they turned to Netsmart for an integrated solution that would meet their needs for documentation and ease of use for both clients and clinicians.

Since implementing telehealth, the results have met those expectations and helped increase revenue:

- 31% increase overall in the number of therapy sessions
- Cancelled appointments decreased from 21% of appointments to 12%

“One of the biggest sellers for us was the integration with our CareRecord and the ease-of-use – fewer clicks, less signing on and fewer ways to bypass security measures.”

Katalin Swanson,  
Senior Clinical Application Specialist

### At-a-glance

#### Community

- Human Services

#### Location

- Maryland, Northern Virginia and Washington, DC

#### Challenges

- Integration with the agency's CareRecord
- Maintain existing security measures
- Ease of use for clinicians and clients

#### Solution:

- Netsmart Telehealth™