


Therapy
Brands

Growing with Fusion



Discover how the Pediatric Movement Center (PMC) leveraged Fusion for pediatric physical, occupational, and speech therapy to thrive.

Who is PMC?

Located in Hagerstown, MD, the Pediatric Movement Center (PMC) provides children with speech, physical, and occupational therapy. Established in 2017 to address the limited availability of pediatric therapy services in the area, PMC has become a trusted provider of specialized care.

In 2020, PMC expanded its reach by opening a second location in Frederick, MD. Since then, this new location has thrived and grown, allowing PMC to add aquatic therapy and dietary services. PMC currently serves approximately a thousand patients across its three locations.



What Were Their Challenges?

When PMC first opened, they experimented with multiple EHR systems that their therapists were already familiar with. Unfortunately, none of these systems proved to be successful for various reasons.



Prioritizing Treatment

Therapists prioritize treatment and aim to navigate through notes swiftly. However, without an effective system in place, the quality of the notes will inevitably decline.



Lack of Tools

Due to the absence of comprehensive speech therapy assessments, even in specialized EHRs, therapists had to endure lengthy sessions of narrative writing.



Reporting Flaws

Generating custom reports was a struggle for PMC, hindering their ability to extract insights and make informed business decisions.



Support Challenges

As the use of bots becomes more prevalent in tech support, it's increasingly challenging to receive prompt and responsive assistance.



Difficult Software

Above all, the solution needs to be successfully adopted by the therapists using it daily.



Heavy Admin Work

PMC sought a pediatric-focused EHR solution with relevant templates to streamline operations and save time.



Rapid Growth

PMC rapidly grew from a small single location serving under 300 clients to a thriving 3-location practice with over a thousand clients, requiring a scalable solution to support continuous growth without hindrances.

PMC selected Fusion due to its integrated pediatrics speech, occupational, and speech therapy tools, enabling them to maximize time efficiency.

Why PMC Chose Fusion

Built for therapists, by therapists, Fusion includes the tools needed to provide specialized care, without gaps in speech therapy documentation.

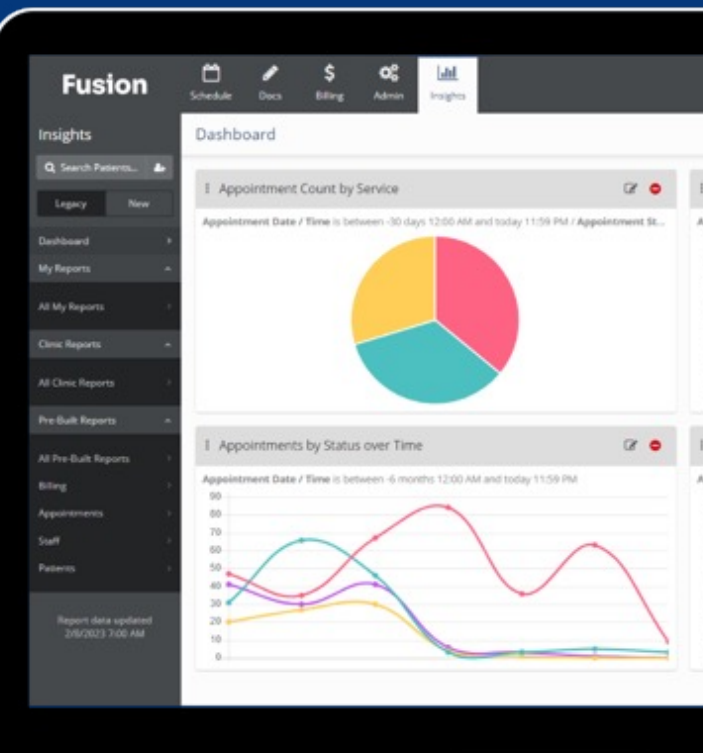
Pediatric-specific built-in tests, templates, and preset information save considerable time and effort without lowering the quality of documentation.

Highly accessible support and a dedicated representative means help is always available in a timely manner.

Seamless credit card processing tools can handle more than a thousand clients in multiple locations to streamline billing.

Fusion's flexible workflows are designed to scale, allowing PMC to get started and grow without hindrance.

The EHR's intuitive interface helps therapists focus on caring for their clients and minimizes time spent training.



Fusion's always evolving, allowing users to test and give feedback on new features so we grow alongside each other.



Jacob Bal, MA CCC-SLPa

Director of Operations
[The Pediatric Movement Center](#)

“Fusion has made it easier for us to maintain high-quality notes without investing too much time. The pre-built templates for evaluations, progress notes, and reassessments are especially helpful,” said Jacob Bal, MA CCC-SLP, Director of Operations at PMC. “In my previous jobs and even in this one before we switched to Fusion, evaluating patients took much longer because I had to write a lot of narrative text, especially in speech therapy evaluations for children, since there were no good templates available. Fusion has helped me a lot in this regard, as there are now many pre-built templates that I can use to speed up the evaluation documentation process.”

5 Main Challenges Addressed by Fusion



1. Pediatric Documentation



2. Speech Therapy Evaluation



3. Growing Pains



4. Accessibility of Tech Support

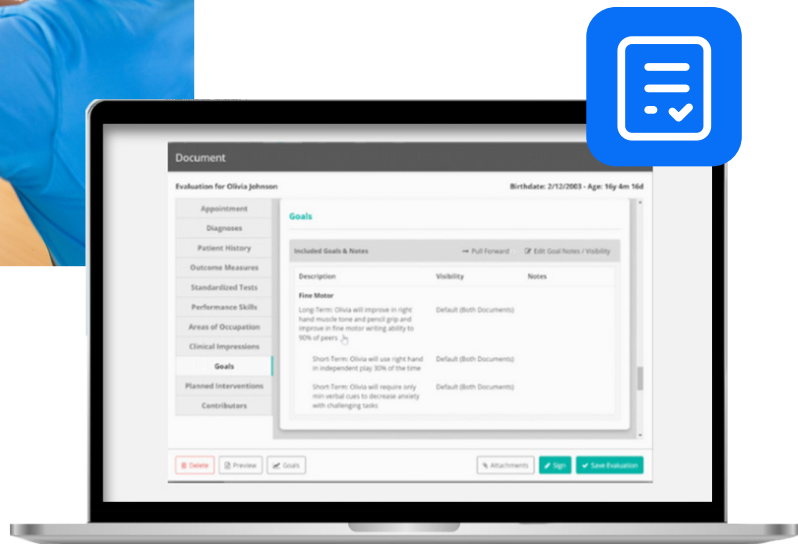


5. User Experience

1. Pediatric Documentation

Challenge

Most EHRs that specialize in physical, occupational, and speech therapy are solely focused on adults, so the built-in tests, templates, and other presets didn't apply to PMC, so therapists struggled with documentation.



Solution

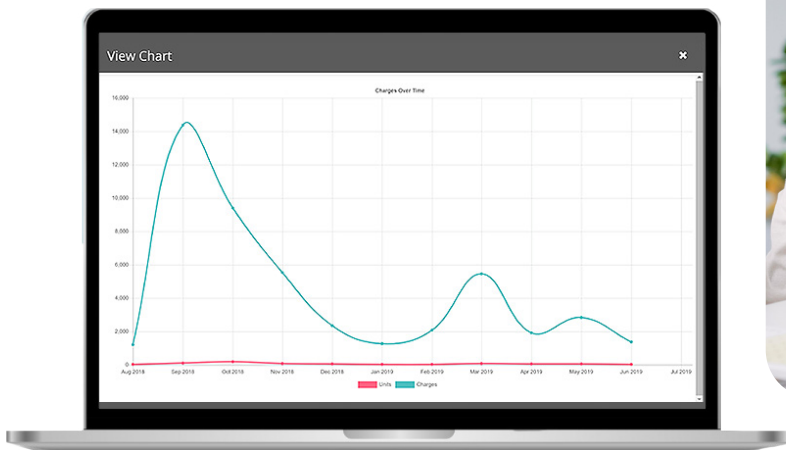
Fusion's integrated templates proved to be highly relevant to the daily workflow of PMC clinicians, opening new opportunities to streamline documentation without compromising the quality of notes.

“A big reason for our transition to Fusion was specifically because it was pediatric-focused. It had a lot of built-in templates that were far more applicable to what we do.”

2. Speech Therapy Evaluations

Challenge

Even in EHRs that focus on physical, occupational, and speech therapy, speech therapy often takes a backseat, limiting clinicians' access to essential tools and hindering their ability to streamline their processes effectively.



Solution

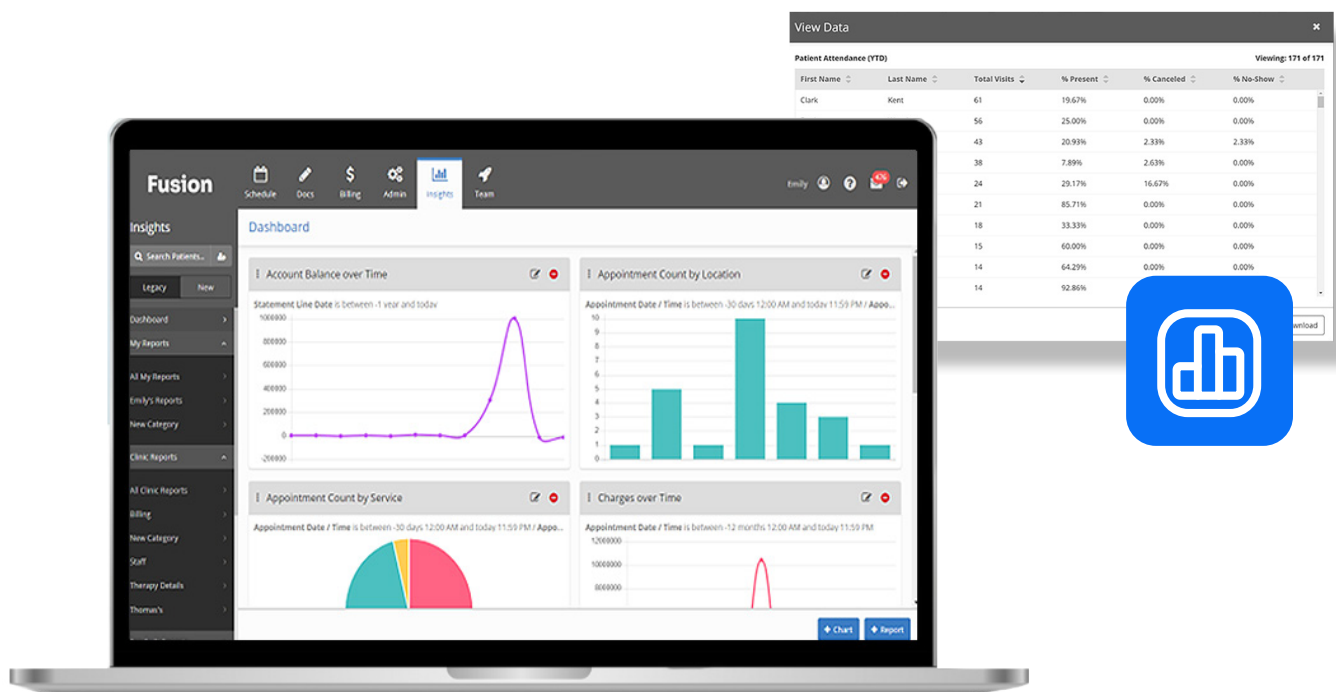
Fusion was meticulously designed with therapists in mind. Our team of clinicians provided valuable input to ensure that every detail of the clinical workflow was considered, including specialized speech therapy templates and evaluations that are not commonly used. This allows staff to significantly reduce the time they spend on documentation.

“It has been a tough point in the past because I feel a lot of the EHR systems out there don’t always put a lot of emphasis on speech therapy. In Fusion, it was very evident that there was involvement from practicing clinicians that gave their input.”

3. Growing Pains

Challenge

PMC has experienced significant growth and transformation, expanding from a single location serving less than 300 clients to now operating three locations that cater to over a thousand individuals. In order to support their continued expansion and maintain their commitment to delivering exceptional care, they sought a platform that would assist them in achieving these goals.



Solution

Fusion's flexible solutions seamlessly evolve alongside PMC's growth. By not only accommodating their expansion and saving them valuable time, but also consistently enhancing its features, Fusion empowers PMC to strategically plan practice changes through upgrades that drive continuous improvements hand in hand.

“Having a chance to test out some of these new features and being on the ground level of many of those has been truly enjoyable. If we know that there are features coming that we can utilize that will streamline our internal work, we can account for that. And it's exciting to see how things are changing and growing for Fusion as well.”

4. Accessibility of Tech Support

Challenge

With the increasing prevalence of bots and AI, it's becoming increasingly challenging for practitioners to connect with human tech support teams, especially for those practices that lack dedicated IT staff.



Solution

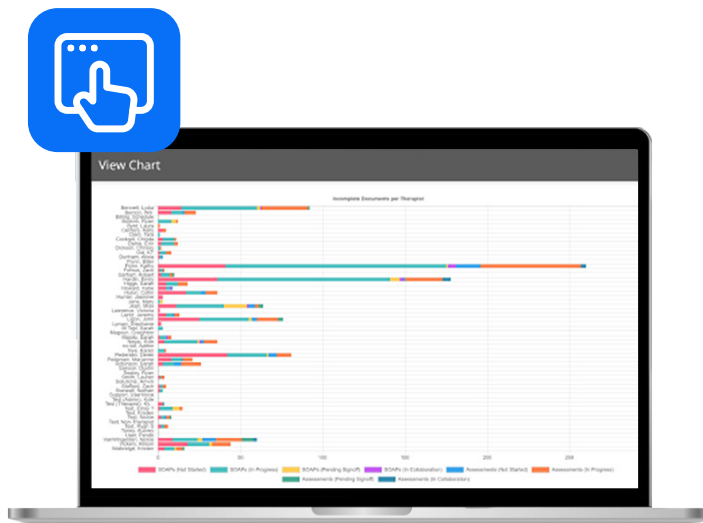
In addition to offering diverse training and self-serve options, Fusion guarantees that our users have a representative available for prompt and easily accessible support. We highly appreciate our users' feedback, as it allows them to contribute their valuable suggestions towards the continuous development of Fusion.

“The level of responsiveness and accessibility to getting help when we need it has been fantastic. And on a bigger scale, we’ve been able to make some product suggestions that have gone through the process of development. And seeing a couple of those come to fruition has been a nice little addition.”

5. User Experience

Challenge

Professional EHR solutions can often be frustratingly slow, cumbersome, and challenging to navigate, adding an unnecessary burden to therapists already struggling with time management. Trying to master intricate software only compounds their difficulties.



Solution

Fusion's user-friendly interface is thoughtfully crafted to optimize time management and empower staff to concentrate on their tasks rather than being bogged down by their EHR. Developed by therapists for therapists, our platform guarantees a seamless and effortless user experience. Fusion's all-in-one EMR eliminates the need for workarounds.

“We need to be reimbursed, but without therapists, we don't have a practice, and I would say that the biggest component for me is that our therapists have been very happy with Fusion as a whole.”

Summary

Pediatric Movement Center is a prime illustration of how Fusion empowers physical, occupational, and speech therapists to flourish and prosper by equipping them with the tools they need to enhance their clients' care and broaden their business horizons. Let us help you help others.

See why 36,000+ providers made the switch to Fusion.

[Get a demo today!](#)

Fusion | Powered by Therapy Brands

Fusion is a comprehensive practice management software designed for physical, occupational, and speech therapy practitioners. It offers a range of features to streamline daily administrative tasks, scheduling, note-taking, and reporting, allowing therapists to spend more time with their clients.

With Fusion, therapists can manage their entire practice and clients within one user-friendly platform. The software includes extensive clinical tools, goal tracking, client portals for intake and telehealth sessions, reporting and analytics, appointment reminders, mobile optimization, credit card processing, and more. Fusion is trusted by over 36,000 therapy professionals, making documentation and practice management easier and more efficient.

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