BestNotes MAT

A comprehensive, all-in-one EHR and CRM solution tailored for Medication-Assisted Treatment (MAT) and behavioral health providers.

https://www.bestnotes.com

Overview

BestNotes MAT is a specialized Electronic Health Record (EHR) and Customer Relationship Management (CRM) platform designed specifically for Medication-Assisted Treatment (MAT) and the broader behavioral health and addiction treatment industry. The software streamlines the entire care process, from initial inquiry (CRM) to clinical outcomes (EHR), by merging traditionally separate tools into a single, cloud-based system.

Key Features and Capabilities

Medication-Assisted Treatment (MAT) Focus: Includes features like built-in, DEA-compliant ePrescribing for controlled substances, Electronic Medication Administration Record (eMAR), and integrated lab services for tracking controlled substance levels.

Comprehensive Clinical Documentation: Offers automated, customizable templates for intake, treatment plans, progress notes (SOAP, DAP, Clinical), and discharge summaries that comply with MAT and industry standards (e.g., Joint Commission, CARF).

Integrated CRM: Allows practices to track all lead and inquiry activity, manage referral sources, and report on marketing channel effectiveness.

Patient Engagement: Features a secure, HIPAA-compliant patient portal for accessing records, treatment plans, secure messaging, and managing appointments.

Telehealth: Provides HIPAA-compliant video sessions integrated directly with the calendar and documentation for individual or group therapy.

Outcome Tracking: Integrates with OutcomeTools to measure treatment progress and clinical outcomes using standardized or custom scales for internal analytics and compliance reporting.

Target Users and Use Cases

BestNotes MAT is primarily used by **small to midsized clinics and medical institutes** specializing in behavioral health, addiction treatment, and MAT programs. Its use cases center on improving clinical

efficiency, ensuring regulatory compliance (like 42 CFR Part 2), streamlining billing, and enhancing patient engagement.

Key Features

- DEA-Compliant ePrescribing for Controlled Substances
- Integrated EHR and CRM
- HIPAA-Compliant Telehealth
- Customizable Clinical Documentation Templates
- Patient Portal and Secure Messaging
- Outcome Tracking and Analytics (OutcomeTools)
- Lab Service Integration (e.g., Quest Diagnostics, LabCorp)
- Billing and Claims Management

Pricing

Model: subscription

Tiered subscription starting at $58 per user/month for the first 1-10 users. Additional users are discounted. A $100 upfront setup fee may apply, though some sources indicate no upfront fees.

Starting at: USD $58

Target Company Size: small, medium

Integrations

Salesforce, DrFirst, Quest Diagnostics, LabCorp, ClaimMD, EZClaim, Videra Health, Microsoft Outlook, Keragon

Compliance & Certifications

HIPAA, 42 CFR Part 2, ONC-ATCB Certified, CARF, Joint Commission