



CENTER FOR FAMILY SERVICES  
OF PALM BEACH COUNTY, INC.

The Center for Family Services saves 2,000 minutes a day by reducing the number of systems required by clinicians and patients to log into.

“With Kipu’s ease of use we have been able to synchronize and integrate eight of our organization’s programs that had previously functioned independently.”

**Dawn M. Silver, Ph. D**  
**Chief Operating Officer**

## BUSINESS CHALLENGES •

- **Eight independent programs** with varying protocols resulting in increased administrative burdens and the staff were even using their different resources to access the different programs to save time.
- **Patient multiple program enrollments** has to be tracked without resulting in duplications.
- **Manual verbal consent and paper-based enrollment** processes resulting in long and laborious processes with a lot of paperwork and uploading.
- **Paper based charts** as a process for collecting certain patient information increasing time to access information across multiple programs.
- **More Options** needed to use one HIPAA compliant software.

## BUSINESS OUTCOMES •

- **Data integration and synchronization** across eight independent programs resulting in all information now accessible in a centralized place.
- **Multi-program Enrolling.** Patients can be enrolled into multi-programs at once without reporting conflicts and duplications.
- **40 manhours per day saved!** Kipu consolidated all intake information across the different programs allowing patients to complete the consent and onboarding details in their own time resulting in a saving of 10 minutes per intake session.
- **HIPPA compliant telehealth.** Kipu's integration with zoom and calendar apps allows for HIPPA compliant telehealth meetings to be scheduled and conducted and saves time of visit for both payor and patient.
- **Electronically accessible and easy to use charts** making it easier for clinicians to collect patient information.
- **Improved communication** in clinical workflow between front and backend staff, resulting in less confusion and mix ups with appointments and billing.
- **Ready-to-use Treatment Outcome Measures.** The Outcomes Tab in Kipu has provided clinicians with ready-to-use and validated treatment outcome measures that are legally viable, saving time for clinicians and allowing for better data visualization.

# Why CFS chooses Kipu ●

**Focus on customer success.** Kipu's dedicated customer success team takes the time to understand our business needs in great depth and support response is immediate for all our staff.

**Ease of use.** The Kipu solution is very user friendly for everyone, even auditors know exactly where to find information.

**Co-creation of value.** Kipu co-creates solutions with customers while enabling and empowering employees to seek solutions to company problems.

“Our organization now has more internal consistency than ever before. All programs are able to integrate with one another easily enhancing client care. With easily trackable treatment outcomes, our entire staff is able to similarly compare client care issues and successes.”

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Chief Operating Officer

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