



Heidi in Counseling & Psychiatry

Overcomers Counseling Case Study



2024.10.30

Background



About the Group

Overcomers Counseling provides therapeutic services across seven locations in Colorado Springs, Pueblo, and Aurora. The practice consists of a team of licensed professional counselors with diverse expertise, offering therapy for patients aged 3 and up, with specialties ranging from play therapy to addressing complex trauma. With 85-90 therapists conducting approximately five sessions per day, the practice accommodates a high volume of both in-person and telehealth appointments.

The decision to explore an AI scribe solution was led by Garrett and Jenny, both practice owners, who wanted to help clinicians streamline their documentation process. The primary challenge was meeting insurance requirements for detailed and lengthy notes, which can be especially time-consuming for newer therapists. Since insurance commissions do not compensate for the time spent on documentation, finding a more efficient solution became a priority for the practice.

Problems before Heidi

- **Significant time spent on note-taking**, sometimes up to an hour per session.
- **Insurance audits** require extensive detail in notes, but clinicians only have 7 minutes between sessions for documentation and breaks.
- EHRs with click templates result in **generic notes that lack personalization** and fail to reflect patient progress or changes.

Why Overcomers Counseling adopted Heidi

Garrett and Jenny chose Heidi due to its ability to create individualized, detailed notes that reflect the key components of each session, moving away from the generic click-and-paste approach. This personalized documentation helps the practice meet insurance expectations while maintaining high-quality, customized notes.

In 15 weeks, Heidi has made a significant impact on Overcomers Counseling:

- The time required to train new therapists on note-writing has **dropped from 90 days to just 30 days.**
- New clinicians now **feel more confident during intake**, as the note-writing process has become less overwhelming.
- **Employee retention has significantly improved** and clinicians are more satisfied with their work due to reduced administrative burden.
- Customized templates allow the practice to **meet documentation standards across different states with minimal adjustments.**
- Supervisors now spend less time reviewing notes, as Heidi's consistency shortens the review period and **reduces costs.**
- Experienced therapists save around 5 minutes per note, while newer clinicians **save 20-30 minutes per session.**

Usage & adoption over 15 weeks

40 Total active users

3.5k Total consults on Heidi

406hrs Peak weekly usage

27k Mins. saved on documentation

\$44k Saved in clinical time

7x Return on Investment

Thanks to Heidi, Overcomers Counseling now have...

7.5 min

saved on note taking per consult

100%

are more satisfied with the quality of their notes/documents

89%

have experienced a drop in burnout

89%

have experienced an improvement in their professional fulfillment

Have been using Heidi to produce:

- Intake Notes
- Progress Notes
- Treatment Summary & Plan
- Treatment Objectives

Trusted by 50,000+ clinicians in 50+ countries



APP
Compliant



PIPEDA
Compliant



HIPAA
Compliant



GDPR
Compliant

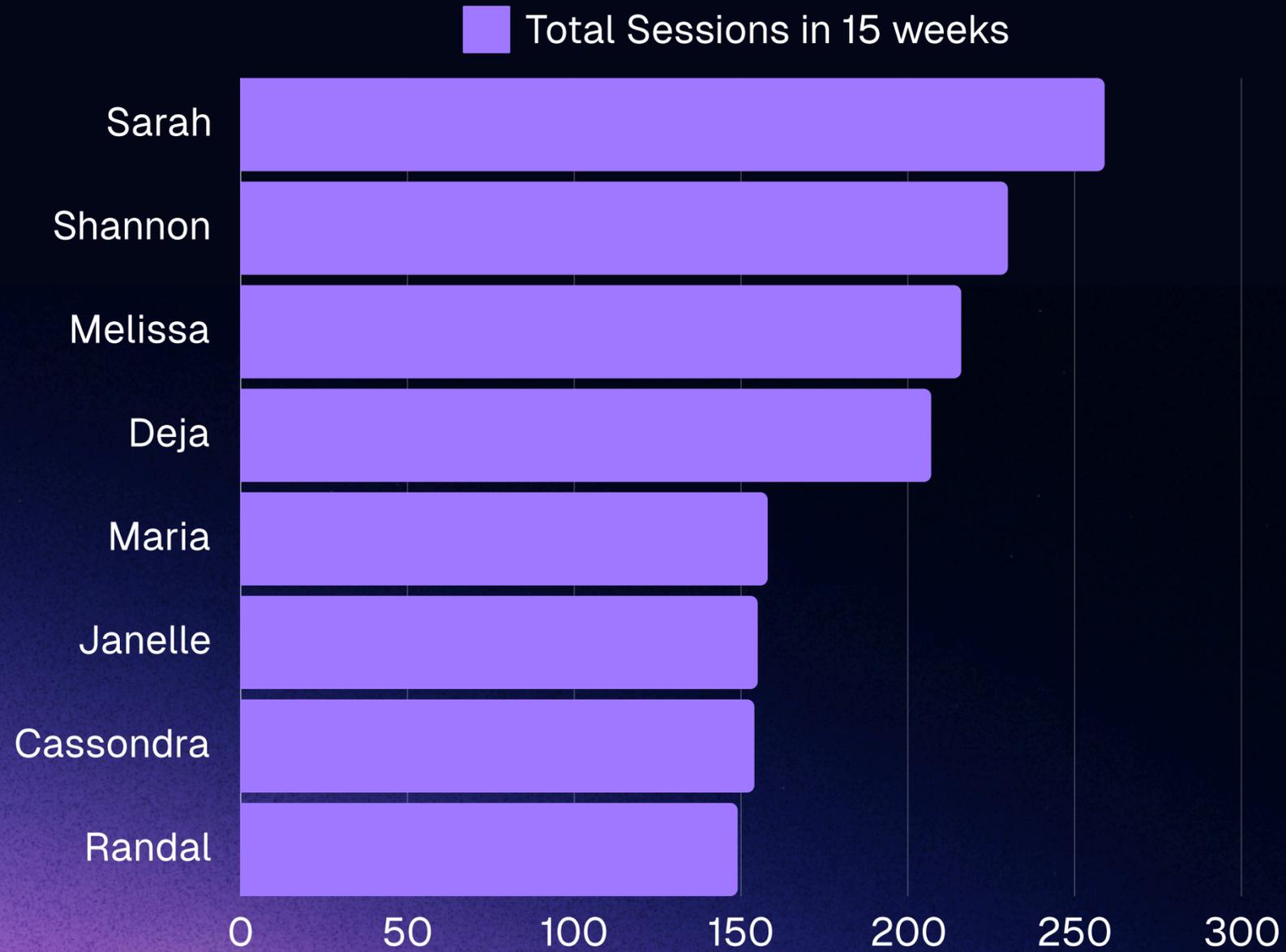


NHS
Compliant



27001
Compliant

Heidi Usage Across 54 Clinicians



At peak, Overcomers used Heidi 361 times p/w with a 56-minute average session duration.

Testimonials @ Overcomers Counseling



Heidi has helped structure my sessions and notes, providing a higher quality of session and note.

This system has been great, and has helped me [save] a lot of time.

Heidi has helped me write better-quality notes by picking up on what is said in the session that I may not have written down.

