EHR IN PRACTICE

REMEDLY

EXTENDED PROFILE

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OVERVIEW

Remedly is a cloud-based EHR, practice management, and revenue cycle management platform for independent aesthetic and mental health practices, namely med spas, plastic surgery practices, and behavioral health providers.

The all-in-one suite includes scheduling, a patient portal, reporting, and marketing tools. The platform runs in the

browser, so staff can work from a PC, laptop, or smartphone without on-premise servers.

EHR AND CHARTING

- Customizable encounter note templates, including SOAP, DAP, and psychiatric notes, with versions for plastic surgery, mental health, chiropractic, and primary care.
- A sketch tool for drawing on patient photos and body avatars, with before-and-after photos kept alongside the chart.
- Dot phrases (shorthand that expands into pre-written text) and keyword-based auto-charting.
- Physical exam and review of systems documentation, visit summaries, and electronic provider signatures.
- An Ambient AI Assistant, listed as new, that drafts notes from the visit.
- ICD-10 coding support

PRACTICE MANAGEMENT AND SCHEDULING

- Day, week, and month calendar views, with room and device scheduling and group or family sessions.
- Multi-location scheduling and records.
  In-person, phone, and virtual appointment types.
- Intake forms color-coded on the calendar by completion status, so the front desk can see which patients still have paperwork outstanding.
  Audit logs and staff permission levels.
- Dedicated inventory management with stock alerts (coming soon).

BILLING AND RCM

- Superbills and claims generated from appointments, with electronic or paper submission and status tracking.
- Claim scrubbing, plus an AI tool that predicts whether a payer or clearinghouse will accept a claim before it is sent.
- ERA and EOB handling, remittance posting, contract fee schedules, and ledgers by patient, company, or payer.
- Appeals drafted with supporting files attached.
  Built-in merchant services and a point-of-sale tool for online payments, cards on file, and in-person retail sales.
- Reports including accounts receivable, claims submitted, and payments by payer, encounter, or service code.

Remedly offers RCM in two forms:

1. Self-service for practices with their own billers
2. Full-service for practices that would rather outsource claims management

SPECIALTY-SPECIFIC STRENGTHS:

- **Med spas:** As a med spa EHR, Remedly's strengths are its online intake and consent forms, before-and-after photos, photo annotation, POS sales, and SMS reminders. Most med spa revenue is cash-pay, so the payments and marketing tools are likely to matter more than the depth of the insurance billing features.
- **Plastic surgery:** Acts as a combined plastic surgery practice management software and EHR by covering consultations, photo documentation, and consent forms, alongside claims handling for any procedures billed to insurance.
- **Mental and behavioral health:** Remedly also serves behavioral health providers, with DAP and psychiatric note templates, group and family sessions, virtual appointments, and multi-state Medicaid claims support.

USER SENTIMENT

Practices with highly specialized workflows, or those that depend on many third-party integrations, should test those areas carefully, since both come up as weaknesses in user reviews.

That said, the most common praise for Remedly is its combination of scheduling, charting, billing, and patient communication in one system. Reviewers also consider setup to be quick and the interface to be easy to navigate.

The most frequent complaints include slowdowns, unexpected logouts, and lost unsaved changes. Some reviewers also find the mobile interface awkward on smaller screens.

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SOFTWARE SPECIFICATION

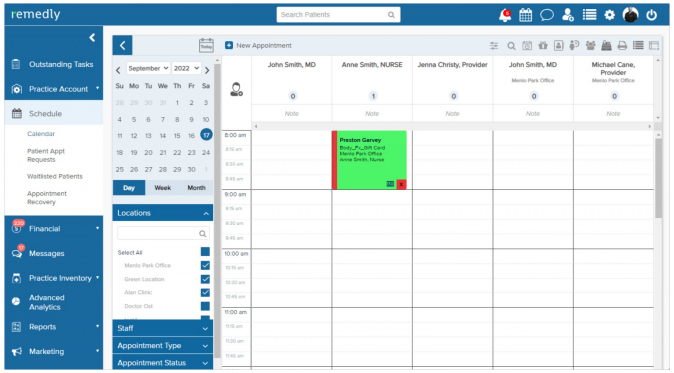
OVERVIEW	
PRODUCT NAME	Remedly
ADDITIONAL INFORMATION	
IOS APP	✗
ANDROID APP	✗
MULTI-OFFICE	✓
WEB APP	✓
COMPLIANCE	
HIPAA	✓
ICD-10	✓
CPT	✗
HL7	✗
SPECIALTY	
ALLERGY AND IMMUNOLOGY	✗
ANESTHESIOLOGY	✗
BARIATRICS	✓
CARDIOLOGY	✗
COMMUNITY HEALTH CENTERS	✗
CORRECTIONAL HEALTH	✗
DENTISTRY	✗
DERMATOLOGY	✗
DIALYSIS CLINIC	✗

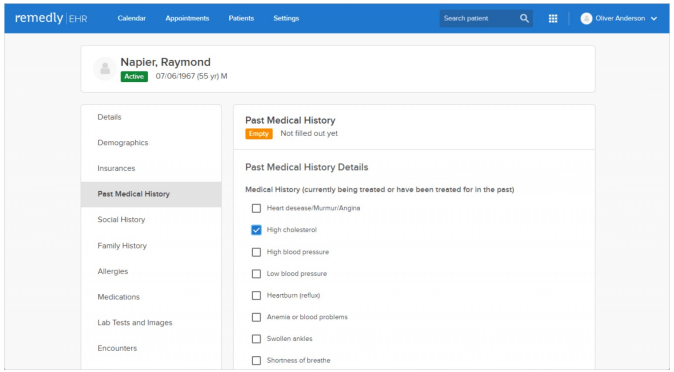
ENDOCRINOLOGY	✗
FAMILY MEDICINE	✗
GASTROENTEROLOGY	✗
GENERAL PRACTITIONER	✗
INFECTIOUS DISEASES	✗
INTERNAL MEDICINE	✓
MENTAL AND BEHAVIORAL HEALTH	✓
NEPHROLOGY	✗
NEUROLOGY AND NEUROSURGERY	✗
OBSTETRICS AND GYNECOLOGY	✗
OCCUPATIONAL MEDICINE	✗
ONCOLOGY AND HEMATOLOGY	✗
OPHTHALMOLOGY	✗
ORTHOPEDICS AND SPORTS MEDICINE	✗
OTOLARYNGOLOGY	✗
PAIN MANAGEMENT	✗
PEDIATRICS	✗
PHYSICAL THERAPY AND REHABILITATION	✗
PLASTIC SURGERY	✓
PODIATRY	✗
PROCTOLOGY	✗
PULMONOLOGY	✗
RADIOLOGY	✗
RHEUMATOLOGY	✗
SLEEP MEDICINE AND CENTERS	✗

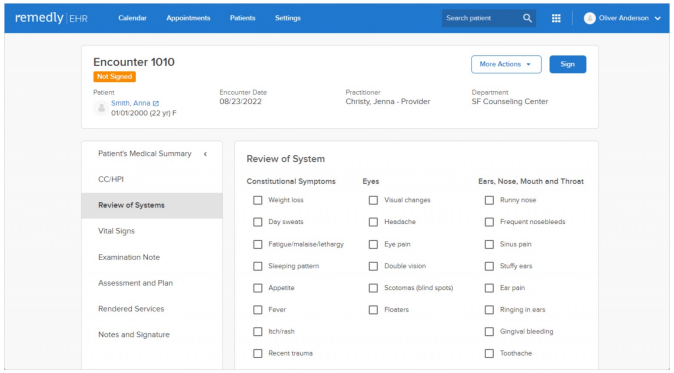
SPEECH THERAPY	✗
SURGERY	✗
URGENT CARE	✗
UROLOGY	✗
VASCULAR DISEASES AND PHLEBOLOGY	✗
OTHER SPECIALTIES	✓
CHIROPRACTIC	✓
PRACTICE SIZE	
SOLO PRACTICE	✓
1-10 PHYSICIANS	✓
11-50 PHYSICIANS	✗
OVER 50 PHYSICIANS	✗
SOFTWARE FEATURES	
APPOINTMENT MANAGEMENT	✓
BILLING MANAGEMENT	✓
CLINICAL WORKFLOW	✓
DOCUMENT MANAGEMENT	✓
EM CODING	✗
INSURANCE AND CLAIMS	✓
LAB INTEGRATION	✓
MEDICAL TEMPLATES	✓
PATIENT DEMOGRAPHICS	✓
PATIENT HISTORY	✓
PATIENT PORTAL	✓
REFERRALS	✗

REPORTING AND ANALYTICS	✔
SCHEDULING	✔
VOICE RECOGNITION	✘
E-PRESCRIPTION	✔
FURTHER INFORMATION	
PRICING	From $90-$250+/month

SOFTWARE SCREENSHOTS


remedly
Search Patients
Outstanding Tasks
Practice Account
Schedule
Calendar
Patient Appt Requests
Waitlisted Patients
Appointment Recovery
Financial
Messages
Practice Inventory
Advanced Analytics
Reports
Marketing
New Appointment
John Smith, MD
Anne Smith, NURSE
Jenna Christy, Provider
John Smith, MD
Michael Cane, Provider
Preston Garvey
Day
Week
Month
Locations
Staff
Appointment Type
Appointment Status


remedly EHR
Calendar
Appointments
Patients
Settings
Search patient
Oliver Anderson
Napier, Raymond
Active
07/06/1967 (55 yr) M
Details
Demographics
Insurances
Past Medical History
Social History
Family History
Allergies
Medications
Lab Tests and Images
Encounters
Past Medical History
Empty
Not filled out yet
Past Medical History Details
Medical History (currently being treated or have been treated for in the past)
Heart desease/Murmur/Angina
High cholesterol
High blood pressure
Low blood pressure
Heartburn (reflux)
Anemia or blood problems
Swollen ankles
Shortness of breathe


remedly EHR
Calendar
Appointments
Patients
Settings
Search patient
Oliver Anderson
Encounter 1010
Not Signed
More Actions
Sign
Patient
Smith, Anna
01/01/2000 (22 yr) F
Encounter Date
08/23/2022
Practitioner
Christy, Jenna - Provider
Department
SF Counseling Center
Patient's Medical Summary
CC/HPI
Review of Systems
Vital Signs
Examination Note
Assessment and Plan
Rendered Services
Notes and Signature
Review of System
Constitutional Symptoms
Weight loss
Day sweats
Fatigue/malaise/lethargy
Sleeping pattern
Appetite
Fever
Itch/rash
Recent trauma
Eyes
Visual changes
Headache
Eye pain
Double vision
Scotomas (blind spots)
Floaters
Ears, Nose, Mouth and Throat
Runny nose
Frequent nosebleeds
Sinus pain
Stuffy ears
Ear pain
Ringing in ears
Gingival bleeding
Toothache