From that first call to an admissions center, you begin providing information: your name, age, location, insurance provider and the details of your situation. All of that information is necessary in determining if treatment is needed and which program will be the best fit, but where is it stored? At Foundations Recovery Network, our Totally Integrated Electronic Records system (aka TIER) creates one cohesive record for each patient that spans from the first call to aftercare. Our customized electronic records allow your information to be safely shared with those who are directly involved in your treatment. This detailed system enhances the entire treatment process, allowing your clinical team to work together while protecting your private information.

Paperwork is important, but treatment is about people.

The Essentials of EHRs
In our technological age, electronic record-keeping is the norm, but not all data and reporting systems are created equal. Ease of use, security and adaptability vary from program to program. When it comes to health or medical records, the need for security and versatility are even more important. Electronic Health Records, or EHRs, exist for every patient who enters a Foundations Recovery Network program, whether for inpatient or outpatient treatment. FRN has a dedicated staff whose entire job is focused on managing the TIER system, working on enhancements and finding new ways to use the information gathered to help improve our treatment programs. Treatment is about people, not paperwork, but this company-wide record-keeping system is integral to the work FRN does.
A Seamless System of Record-Keeping

Documentation is necessary, but it’s not the heart of what FRN does. Their primary focus is the business of recovery. That’s why the entire TIER system was designed around the idea of efficiency so that clinical staff could spend less time on paperwork and more time serving their patients. In 2013, the entire system was rebuilt from the ground up, a process that took 18 months. The result for busy clinicians and the entire FRN staff is a simplified data collection process. That means fewer “clicks” per task (sometimes down from 15 clicks to just three), which saves valuable time that can be spent interacting with patients. TIER allows the facility teams and each appropriate department of Foundations Recovery Network to have and maintain a detailed record of patients’ needs and their progress. However, functionality and depth were not sacrificed in the process. TIER delivers improved reporting capabilities and a wide breadth of information-gathering options, including 65 different forms—more than 50 of them clinical in nature—each customized exclusively for FRN’s unique needs. TIER also has a new health system built in, including a searchable index.

Programs are only as good as the records they keep. The right system can make all the difference in enhancing treatment and providing peace of mind.

Security and Research

In the past, file drawers were filled with handwritten forms and notes taken by admissions counselors, doctors and clinicians. While this information was meant to remain private, one could not always be sure that those individual sheets of paper remained secure. TIER boasts a sophisticated encryption service on a secure network, keeping your private information safe. Electronic records also allow for better reporting, enabling FRN to use the data gathered to learn about important patterns and improve programs. By tracking demographic and treatment information, we are able to research trends in addiction and treatment, which benefits current staff and future patients.

About Foundations Recovery Network

Foundations Recovery Network is recognized as the premier leader in integrated treatment for co-occurring addiction and mental health concerns. Our award-winning model combines evidence-based addiction treatment with innovative therapies for emotional and mental health to address co-occurring disorders effectively. Results demonstrate that FRN patients are twice as likely to maintain sobriety one year post-treatment compared to those who attend traditional programs.