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**From:** Credible Behavioral Health, Inc. <Jaclyn.O'donnell@credibleinc.com>  
**Sent:** Tuesday, January 23, 2018 7:01 AM  
**To:** Credible Documentation  
**Subject:** Credible's 2017 Product Enhancements in Review

# CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

2017 was an exciting year for Credible and our Partners. Our Tech team launched several major projects, resolved hundreds of tasks, and deployed enhancements to almost every aspect of Credible. Here are a few highlights:

- **Integrated Primary Care** – This major Credible initiative launched phase one, including discharge summaries, grouping programs into “dimensions of care,” and bundling visits into encounters.
- **EPCS** – Credible eRx was expanded with the ability send prescriptions for controlled and dangerous substances electronically.
- **Orders 2.0** – The Physician’s Orders system was completely reworked based on Partner feedback, with standardized order types for better reporting

- **eMAR 2.0** – Additional flexibility was worked into the new eMAR module, including titration, varied dosages, integration with visits and billing, and improved workflows.
- **Smart Forms** – The first phase of enhancements to the Forms module was released, including Dynamic Form Groups which change based on the responses to questions.
- **Meaningful Use Stage 3 Certification** – Achieving this essential certification was a major undertaking, requiring a cumulative 5,586 hours of support from the Product, Tech, and Corporate teams.

In total, Credible released almost 500 significant new features, product enhancements, task resolutions, and minor enhancements in 2017 – and those are only the visible pieces. Behind the scenes, Credible staff were constantly working to improve the speed and efficiency of our data centers and optimizing the software for faster response times.

Even spread over a year, it would be easy to miss an enhancement which might help improve your Agency's efficiency or quality of care. This is why Credible is providing our Partners with this overview of [2017's significant enhancements and resolutions](#). We suggest you take a look through it and see what new features you might have overlooked.

We are looking forward to an even bigger and more exciting year in 2018 for Credible and our Partners, and wish you and yours the very best in the new year.

Thank you for your continued Partnership,

**Jaclyn O'Donnell**

*Executive Vice President*

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**Mission:** Improve the quality of care and lives in Behavioral Health  
for clients, families, providers and management.

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