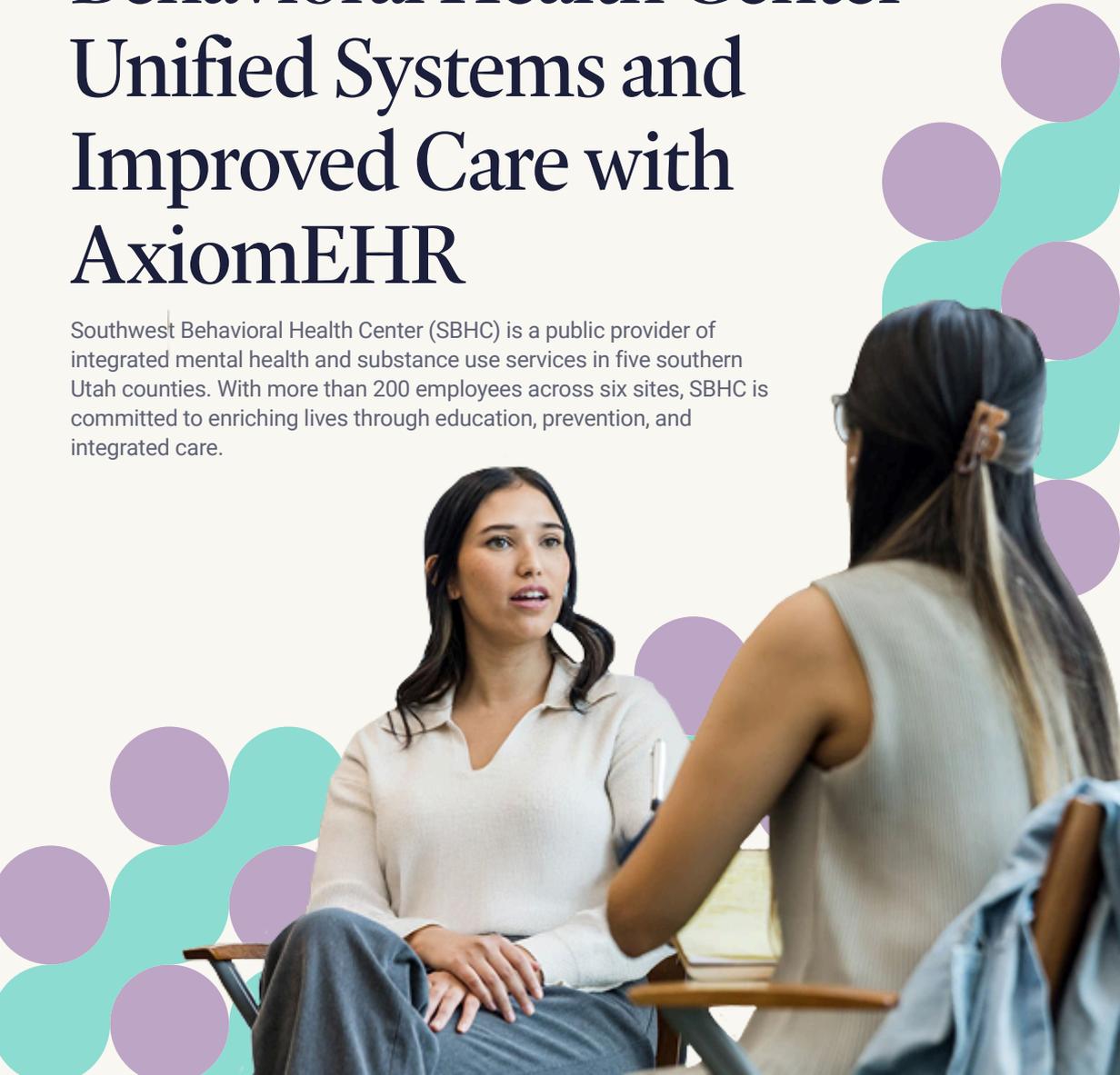


Case Study

How Southwest Behavioral Health Center Unified Systems and Improved Care with AxiomEHR

Southwest Behavioral Health Center (SBHC) is a public provider of integrated mental health and substance use services in five southern Utah counties. With more than 200 employees across six sites, SBHC is committed to enriching lives through education, prevention, and integrated care.



Challenges

Before switching to AxiomEHR, SBHC's **teams had to juggle multiple disconnected systems** just to complete daily tasks. Clinicians and staff were constantly toggling between separate tools to manage:

- * Telehealth scheduling
- * Internal communication with colleagues
- * Client document sharing
- * Care coordination and tracking

This fragmentation led to poor support, and even lost patient data, pushing SBHC to find a new, unified EHR solution—one that could consolidate functionality, improve reliability, and offer strong customer support.

Solutions

After reviewing 13 different EHR vendors, SBHC discovered AxiomEHR—a comprehensive solution that finally offered everything they needed in one platform.

SBHC implemented AxiomEHR in July 2022 and quickly began coordinating care and operations across 200 staff and 25 partner organizations. **Telehealth appointments could now be scheduled in seconds, documentation became streamlined with reusable templates, and clients could digitally sign forms** within the EHR—no more external tools or extra steps.

The system's secure mobile app empowered staff to communicate through HIPAA-compliant text, video, and notifications, helping them respond to urgent client situations in real time. AI-powered voice recognition allowed clinicians to dictate notes more accurately and finish documentation faster, improving both timeliness and job satisfaction.

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Results

With AxiomEHR, SBHC gained a single, powerful solution that supports every facet of care delivery:

+ **Integrated workflows**

Staff can now complete nearly all clinical, administrative, and communication tasks within a single system.

+ **Time saving**

Voice dictation and custom templates reduce documentation time and increase accuracy.

+ **Stronger communication**

Teams now use secure, real-time messaging and collaboration tools.

+ **Data transparency**

AxiomEHR tracks progress, outcomes, and patient data, helping SBHC meet reporting requirements and make data-driven decisions.

+ **Reliable support**

SBHC receives responsive, personalized customer service.



They love the ability to talk to capture their notes. They wrap up their work quickly and are happier for it.

Wendy King

Director of Client Information Systems

SBHC's staff have quickly adopted new features as they discover time-saving benefits. Thanks to AxiomEHR, SBHC has **not only modernized operations but also empowered its teams to focus on what matters most—helping clients change their lives.**

Discover how AxiomEHR could help improve performance at your organization, too.



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www.axiomehr.com

