



# Prompt Therapy Solutions

## Year-in-Review 2023

It's no secret: Outpatient therapy faces declining reimbursement, rising costs, and staffing challenges.

Despite those, in 2023 Prompt customers achieved incredible results using software built to empower clinic growth. Check out their results →

# 2023 highlights

This year, we doubled down on our commitment to helping outpatient therapy clinics fight the industry's greatest headwinds. We gather pre and post-Prompt data, conduct biannual product surveys, and regularly conduct satisfaction surveys within Prompt to ensure we're delivering on the constantly evolving needs of outpatient therapy clinics.

As you will see in the data below, and in the many [unsolicited testimonials](#) found around the web, we're proud to say that Prompt is having a significant impact on the clinics we serve. We can't thank our customers enough for choosing to trust in us and for playing such a critical role in Prompt's development.

This year was a defining moment for us and our footprint in the market. We doubled down on our commitment to innovation and customer obsession. We expanded our U.S.-based team, adding more licensed therapists, certified billers, and EDI analysts to our Customer Success team. We genuinely believe that choosing Prompt isn't just an investment in your business, but also in the industry as a whole. We're grateful for all of our customers who trust in us and provide such valuable feedback.

**Mike Dwyer**

Co-Founder @ Prompt Therapy Solutions



## Customer success by the numbers

### Overall revenue

**37.2%**

Average practice revenue growth

**39.3%**

Rev. growth (Prompt Plus clinics)

### Number of visits

**23.9%**

Average visit growth

**27.1%**

Visit growth (Prompt Plus clinics)

### Revenue per provider

**+29.5k**

Average annual revenue increase

**10.14%**

Average annual revenue growth

### Satisfaction over prior EMR

**+70.5**

Overall satisfaction on 100 point scale

**+71**

Customer support satisfaction rating

Check out some of our [customer stories](#) from businesses we interviewed last year for some more detailed anecdotes, along with the [comments we found on social media](#) and reviews on sites like [G2](#) and [Capterra](#).

## *The Crowd Has Spoken!*

Physical Therapy Software Leader  
- G2 Reviews, Winter 2024



## 2023 feature release recap and highlights

This past year was a busy one for the product development team, and 2024 will be even more exciting.

Last year we had 7 version releases, including the launch of Billing 2.0. All in all, we improved Prompt with more than **125 new features in 2023**. Over 65% of these were informed by the customer requests our team received throughout the year.



**Malcolm Legros PT, DPT**

We're loving the changes with version 7, it's so easy to pull custom short-phrases into notes and case/patient information with dot phrases.

Like Reply 1hr



**Craig Montel**

I have my clinic using Prompt and one of the coolest things I can say is that they update very regularly.

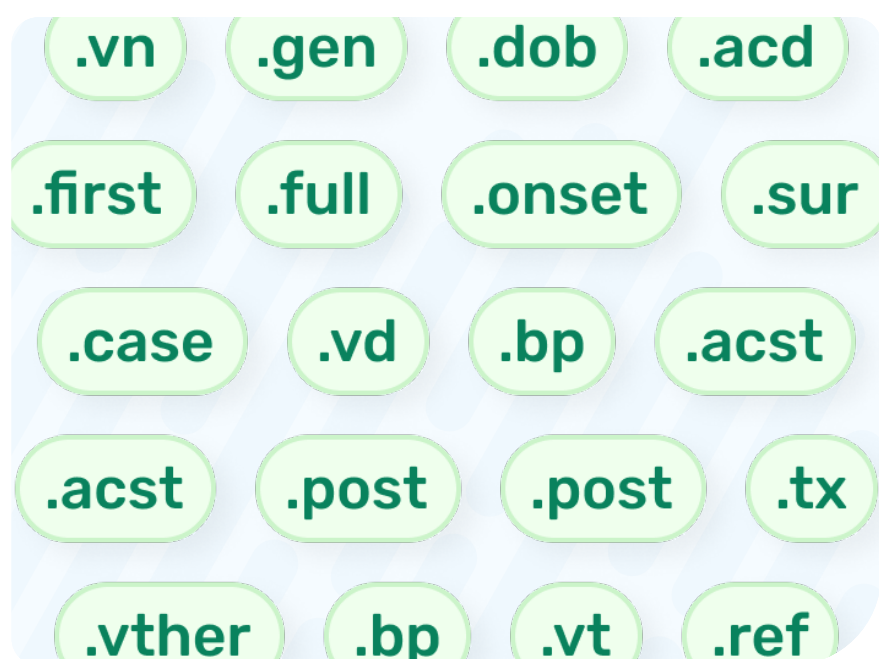
Like Reply 2w



## Note-taking shortcuts for therapists

The [Therapist Command Line](#), included in the Version 7.0 release, accelerates compliant documentation. Therapists can now use slash (/) and dot (.) commands to quickly insert templates or existing patient data.

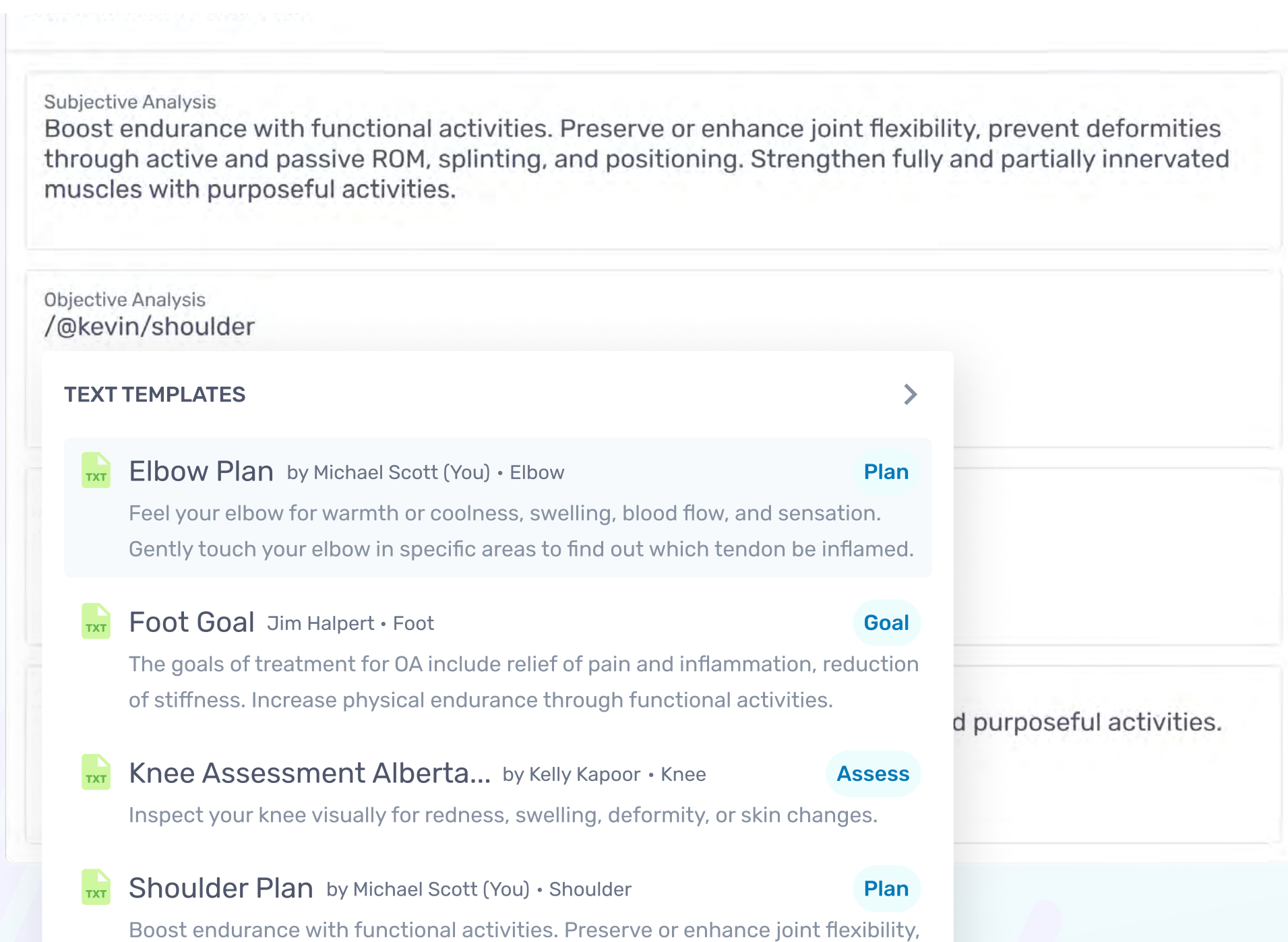
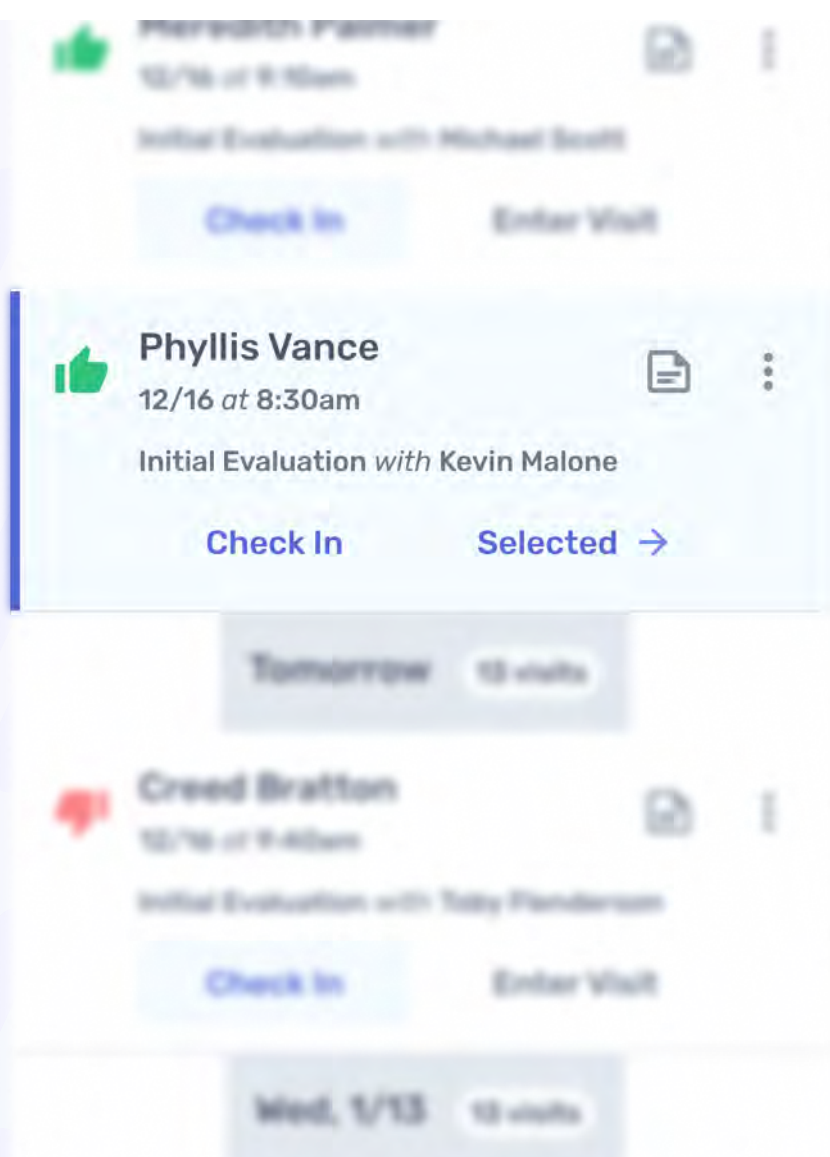
See it in action



### Command style inputs

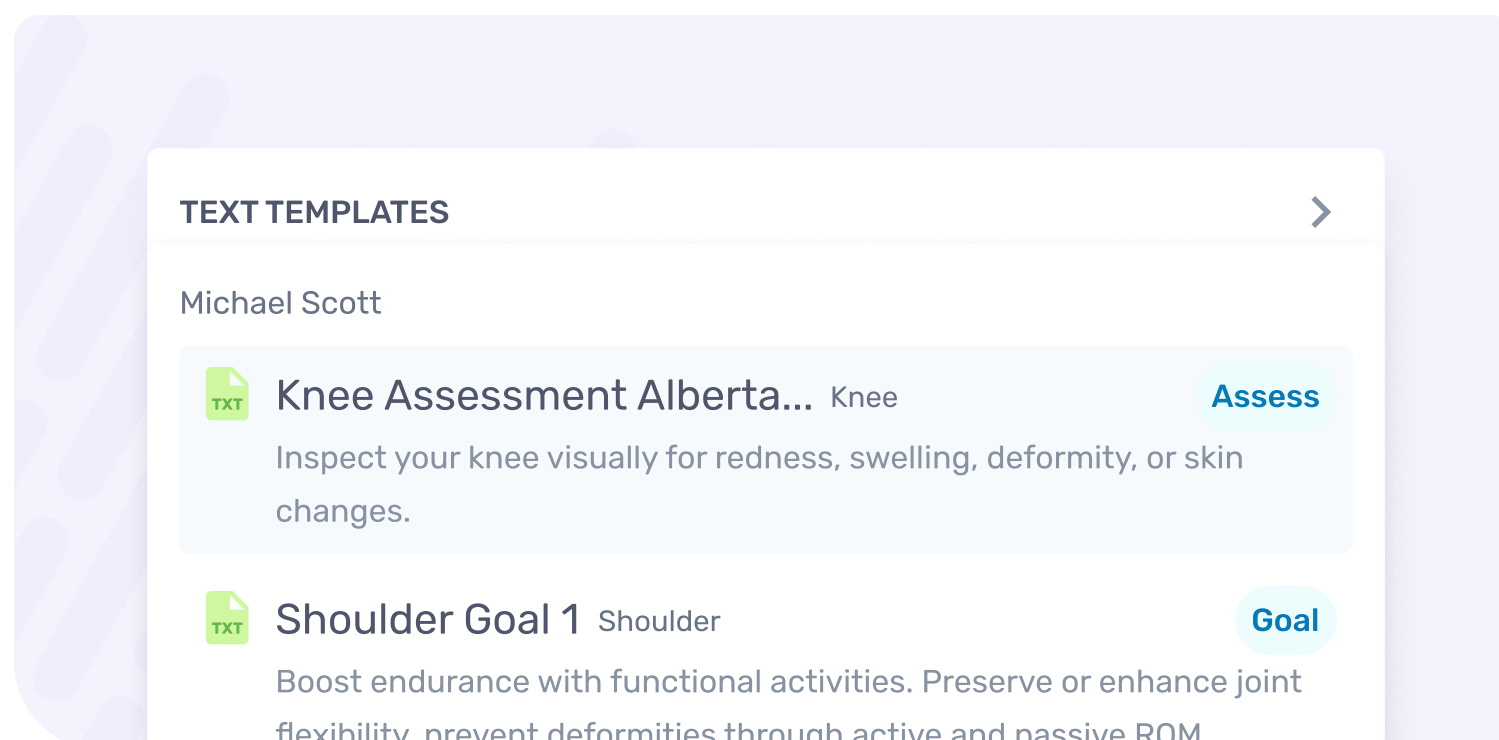
By typing “ / ” in any free-text field in documentation, Prompt instantly begins searching your text templates.

You can also leverage data like date of birth, date of onset of symptoms, and much more without clicking anywhere by typing “ . ” to insert Dynamic Tokens.



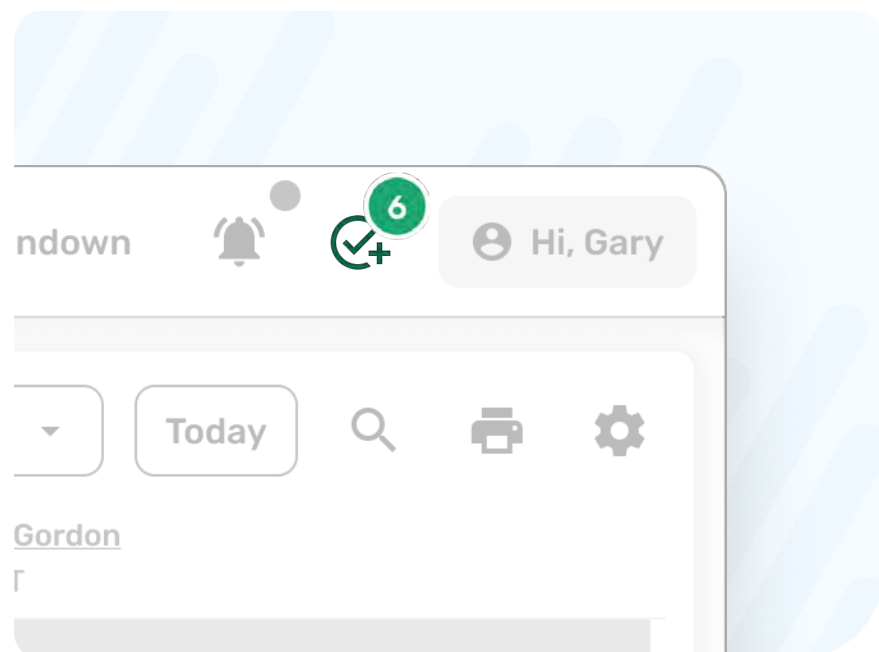
## Stop documenting at home

These shortcuts, and the many others like it, further our mission of freeing up therapists to spend more time with their patients, enabling them to leave work *at* work.



## Advanced task management

This release in Version 6.6 added the ability to streamline all of your team's task management processes in one convenient tool. Bonus: Tasks can be tied to patients, charts, and visits! Prompt Plus users not yet utilizing this powerful system can learn more [here](#).

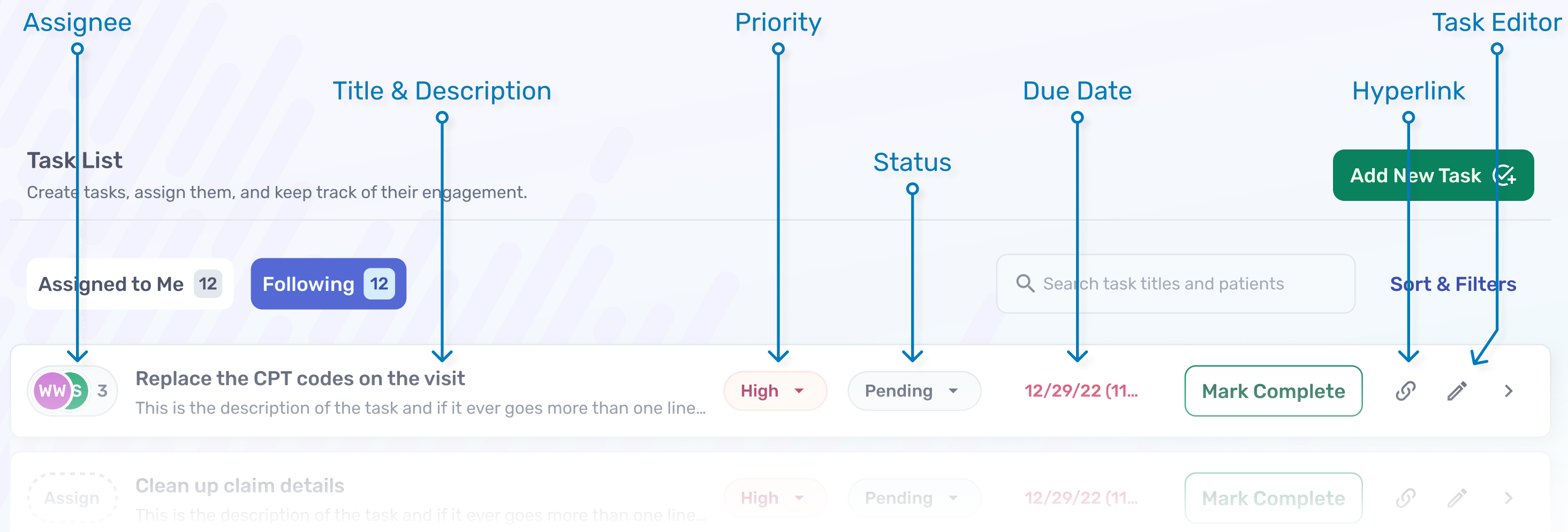


### Easily view the Task List

From anywhere in the product, you can **Single Left Click** the green check mark in the top right corner of Prompt to open the Task List.

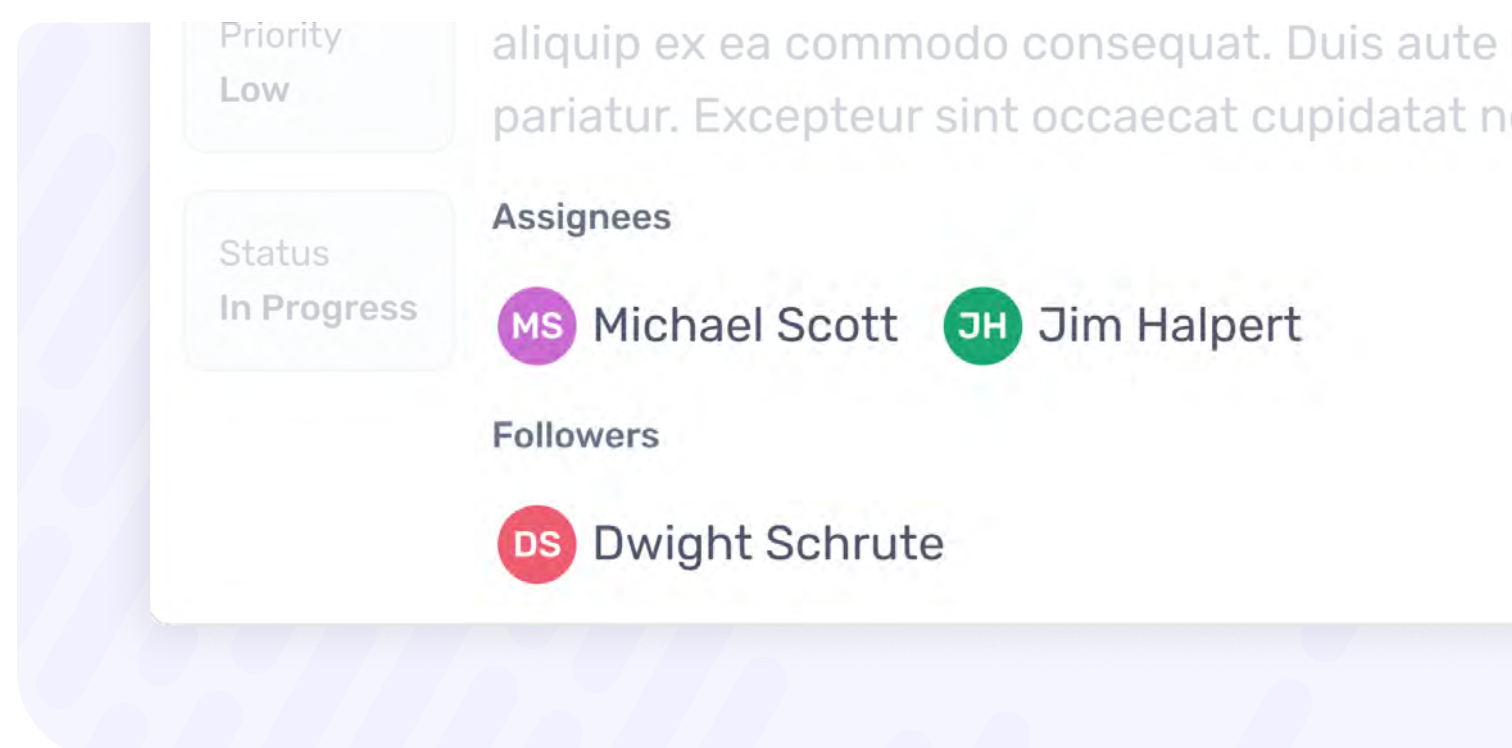
## Basic tasking structure

Tasks in Prompt have a few basic components:



## Task Assignee vs. Task Follower

- **Assignee(s)** - The Assignee or Assignees of the task are the person or people that are expected to actually do the work to complete the task.
- **Follower(s)** - The Follower or Followers of the task are individuals who are interested in knowing the status of the task and when it is completed, even if they don't have specific tasks related to it.



## New note-signing permissions for providers

This new setting for signature rules in the Version 6.7 release allows PTAs to sign off on daily notes, but not other note types. Prompt users can set up this permission using [these instructions](#).

## The launch of Billing 2.0

Version 7.0 delivered the first of a series of releases included with [Billing 2.0](#), a new In Review Bucket. We'll continue rolling out Prompt's Billing 2.0 platform, with improvements to the Claim Modal, Open Bucket, ERA Modal, Patient Balance Bucket, Billing Filters, Closed Bucket, and Hold Bucket. Plus, we're adding new views and enhancing your Biller Productivity Reporting, A/R Reporting, and overall Billing Reporting.

Building on top of tools like Prompt's advanced payer rules and Auto Posting functionality, our Billing 2.0 updates are aimed at making billing on Prompt even more efficient and compliant, while keeping denials and time-to-payment low.

## Improved remote therapeutic monitoring (RTM) functionality

The new RTM Charges Report shows detailed data similar to the Individual Charges Report, but filtered to only include line items of RTM CPT codes 98975, 97977, 98980, and 98981. For all line items for RTM CPT codes, you can view:

- Claim data
- Payer information
- Case facility units billed
- Diagnosis information

## More visibility into patient chart changes

The Patient Change Log, included in the Version 7.2 release, lets you see records of changes made to a patient's chart in the Prompt system. Super handy for when you need to check if and when a detail was updated, added, or changed, and by whom. Prompt users can filter the change log to view updates to:

- Patient
- Insurances
- Cases
- Scripts/Auths
- Visits

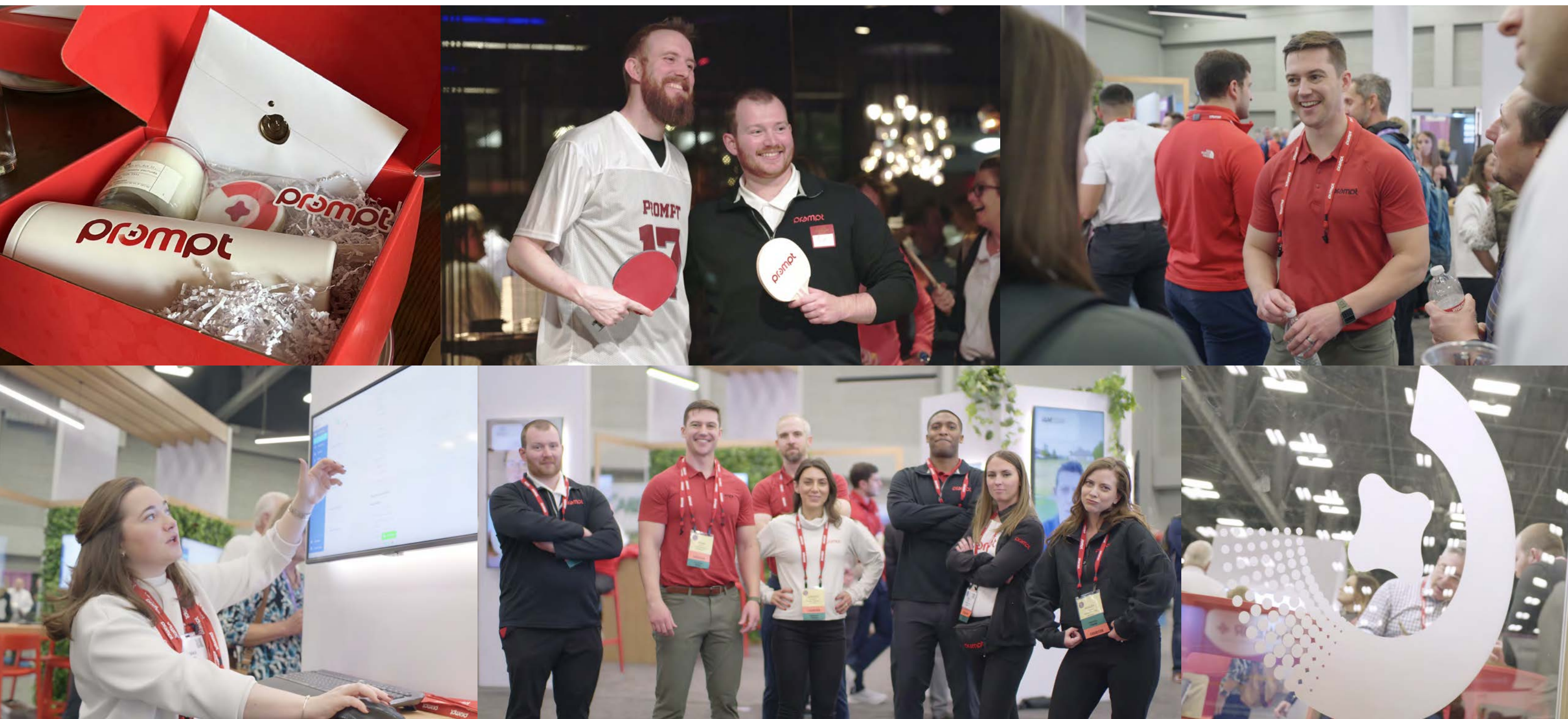
# Company highlights and looking ahead

In 2023 the Prompt team again doubled in size, while simultaneously increasing our overall customer satisfaction rating. We know how challenging it is for tech startups to scale while maintaining their quality – let alone improve it. We remain committed to continuing this trend, and will invest in all necessary resources to ensure it. We have a plethora of groundbreaking tools launching in 2024 and we can't wait to see what they will help our customers achieve.

Our mission is to help providers and staff rediscover their love for work and save time and energy however possible, so they can spend more time focused on the patient. We accelerated this mission in 2023 and saw so many amazing results with our customers. Clinics are working more efficiently and with less headaches, keeping their schedules full, operating more profitably, and getting patients healthier, faster. We can't wait to continue building on this partnership with our customers in 2024.

**Adam Baliatico**

Co-Founder, Director of Operations at Prompt Therapy Solutions





## Conclusion

Technology will continue to be an integral part of outpatient therapy practices, and at Prompt we do not take that lightly. The needs of rehab teams are constantly evolving, and we are focused on staying ahead of the curve.

Your EMR and practice management software should not be something you tolerate, but instead rave about. It should have a significant return on investment, help to supercharge your team, and drive a better patient experience including more successful outcomes. The Prompt team remains committed to doing everything we can to continue delivering on that.

Thank you to everyone on the Prompt team, each and every Prompt user, our business partners, and our peers in the space for helping to push the industry forward.

Not a Prompt practice... yet?

Learn why thousands of clinics have made the switch.

[Book a Demo](#)