

# Software Advice BuyerView: Mental Health Software Report

Insight into today's software buyer

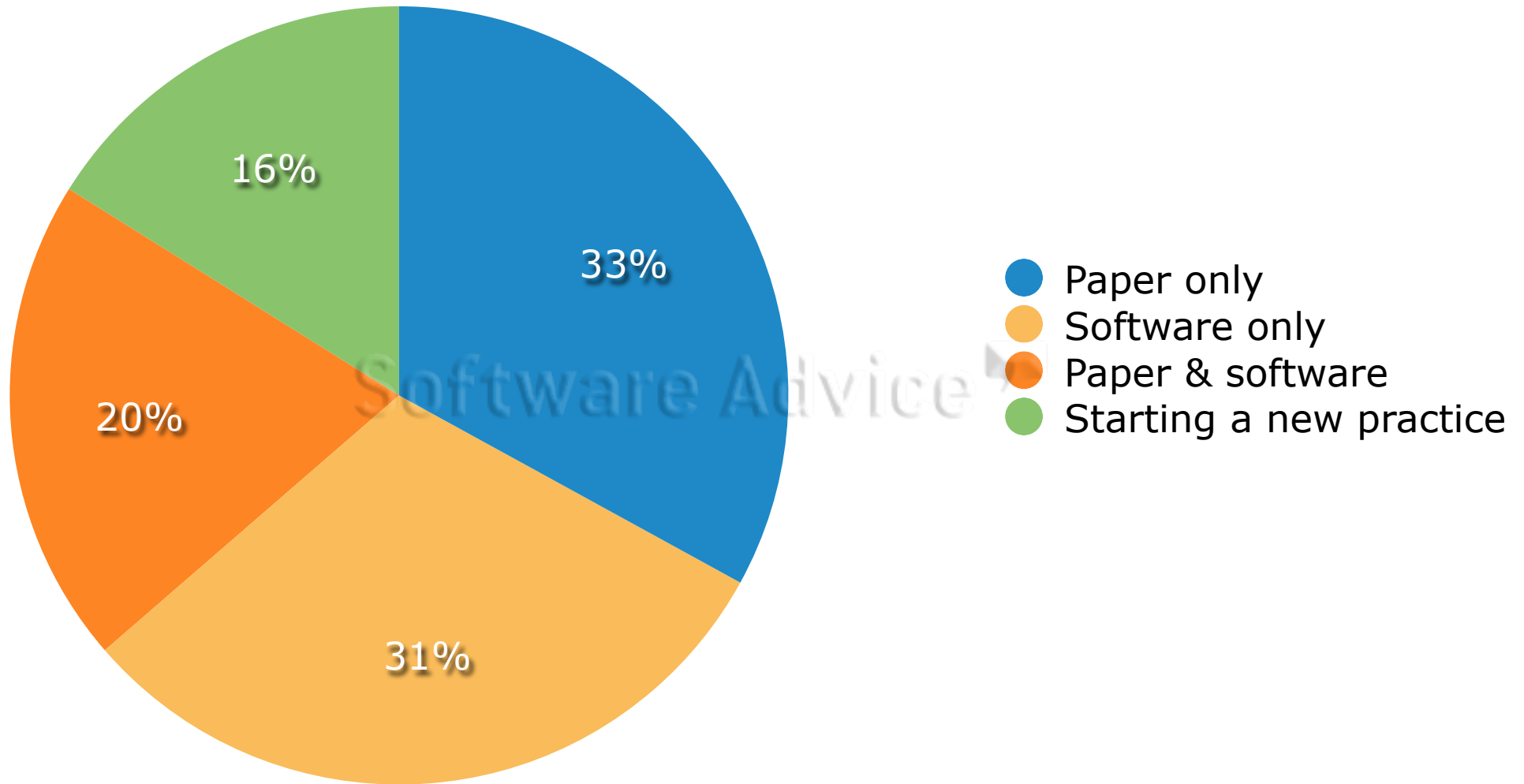
# Abstract

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We analyzed 385 interactions with mental health software buyers to uncover their most common pain points and reasons for purchasing new software. Key findings included:

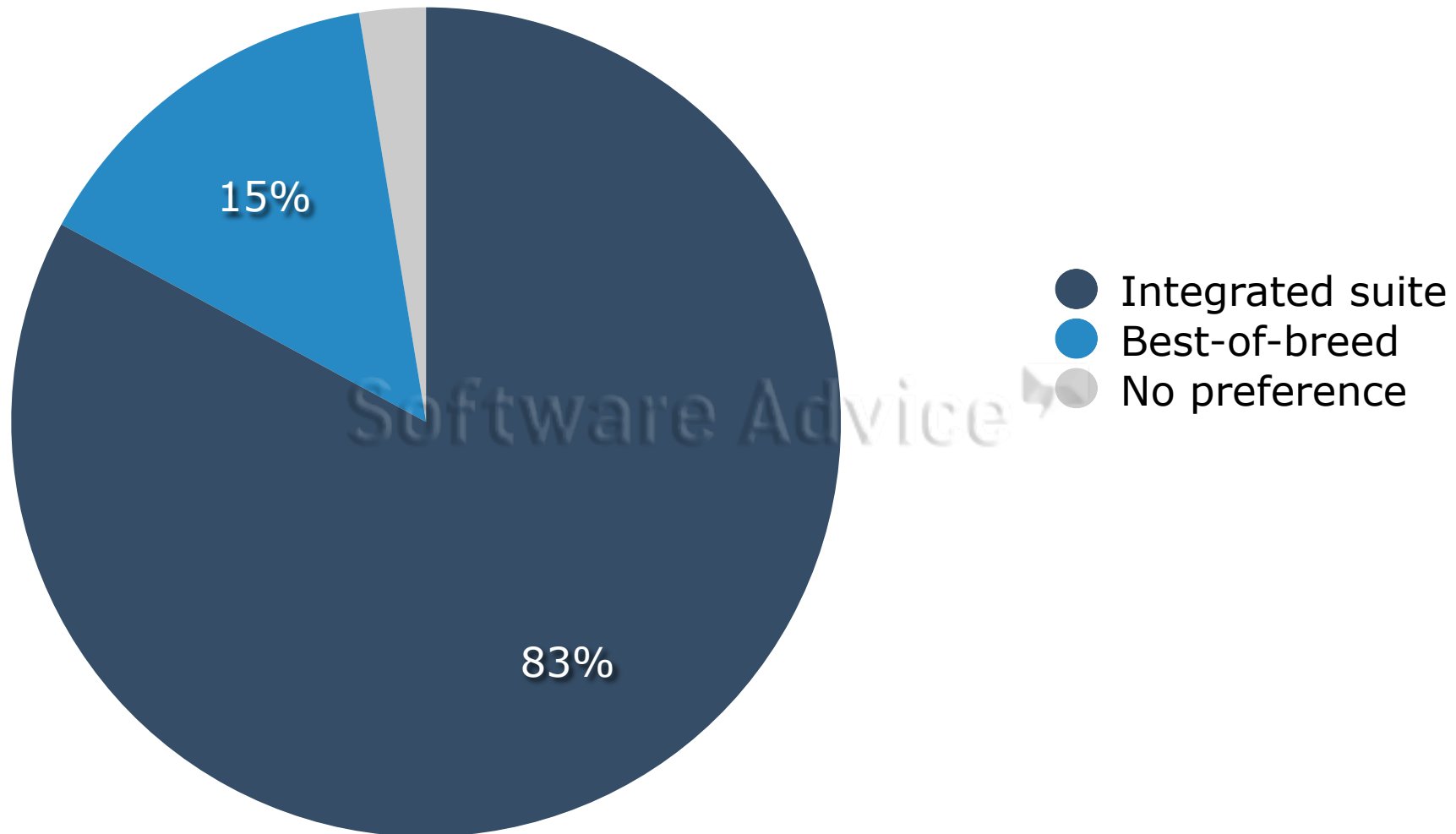
- Over half of prospective buyers were already using some form of software.
- Almost all buyers with a preference (92 percent) were seeking a cloud-based system.
- Patient scheduling and tracking were the top-requested capabilities of software.

## Prospective Buyers' Current Methods



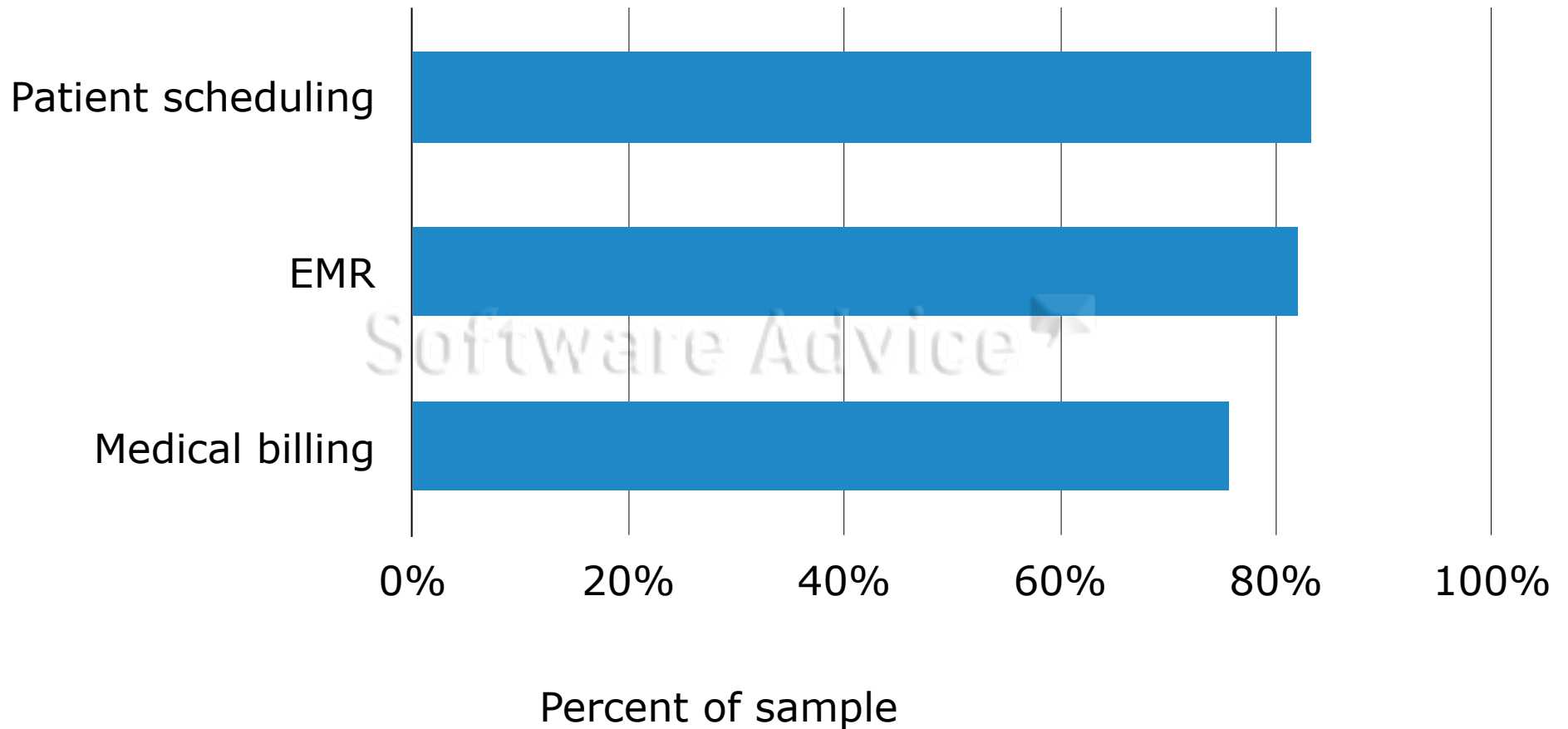
Slightly more than half (51 percent) of prospective buyers were looking to replace or add applications onto an existing software system.

## Most Buyers Prefer Integrated Suites



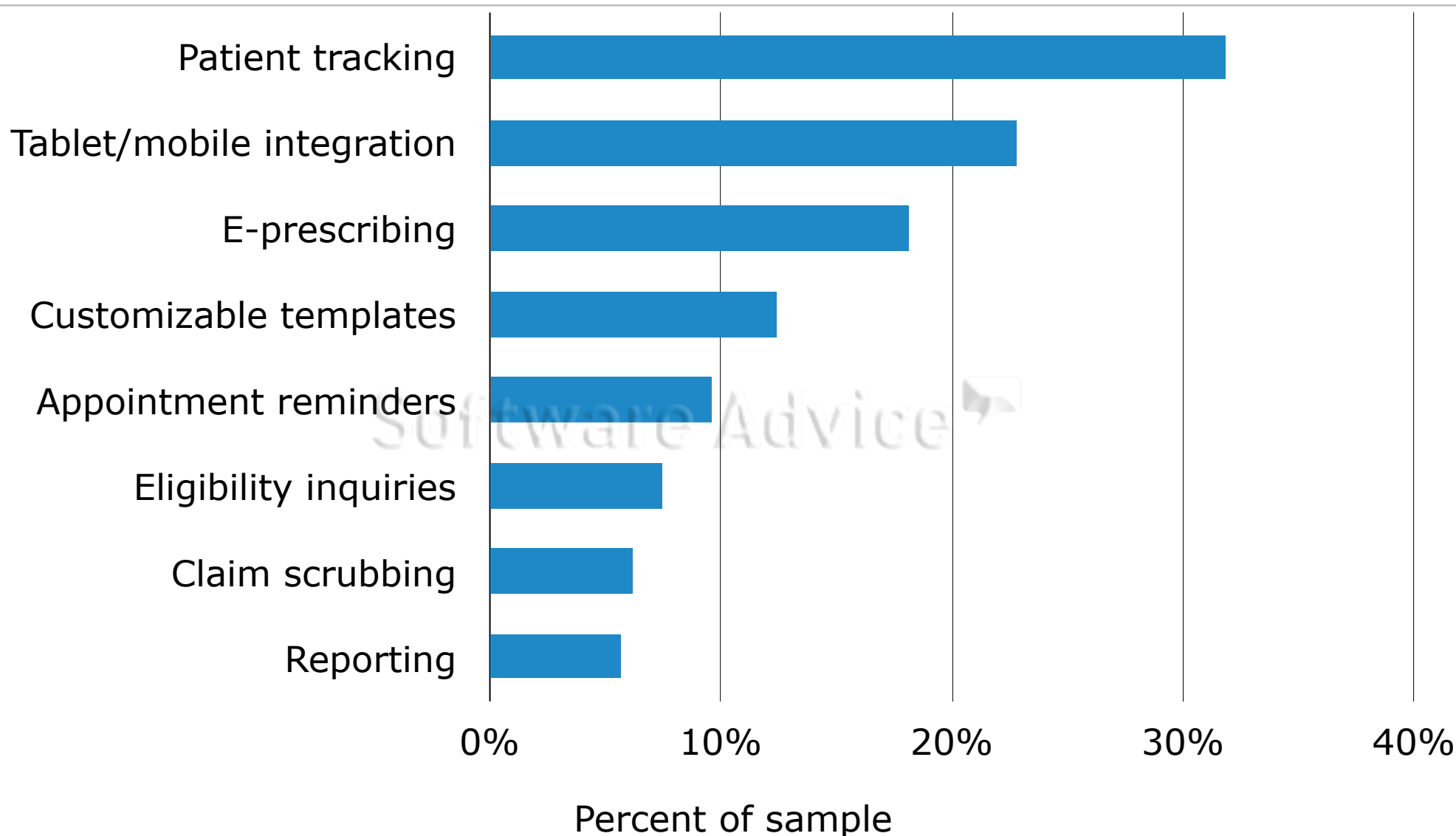
The vast majority of buyers were interested in integrated suites, meaning systems that incorporate multiple applications in one software package.

## Patient Scheduling Is Top-Requested Application



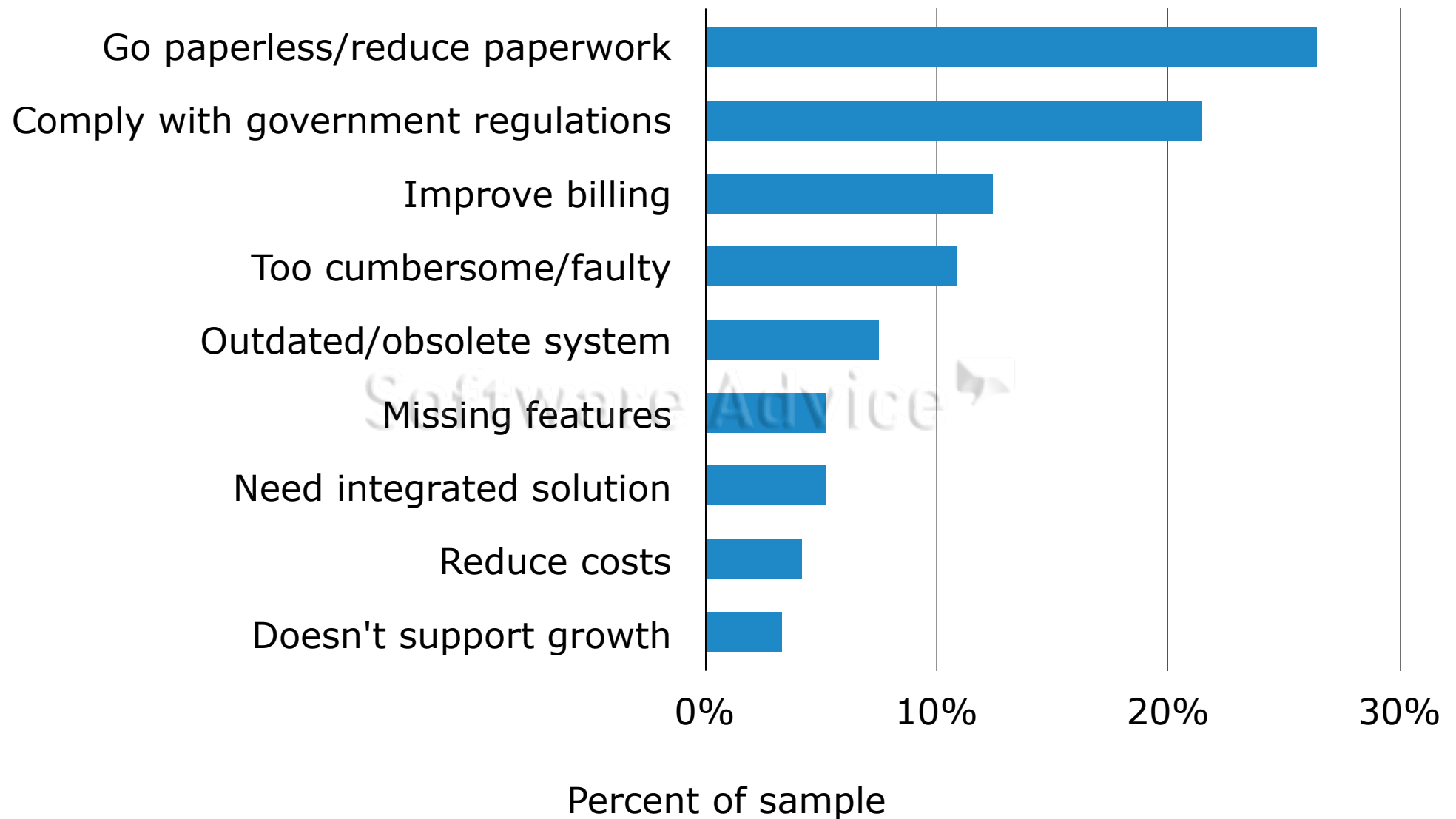
Eighty-three percent of the mental health software buyers we spoke with were interested in patient scheduling applications.

## Patient Tracking Is Top-Requested Feature



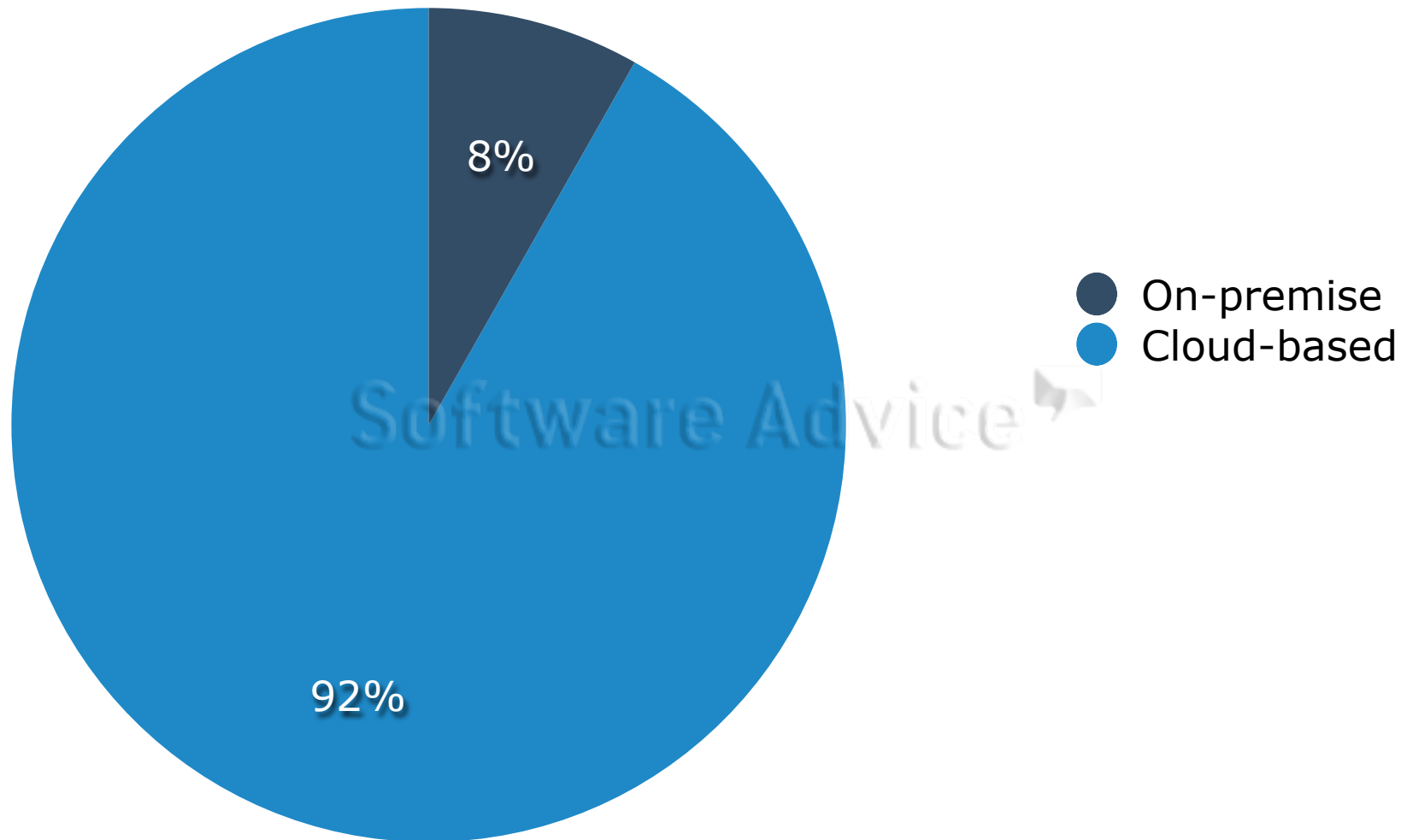
Amongst our sample, 31 percent of buyers were looking for software that would efficiently track patient assessments and treatment plans.

## Reducing Paperwork Top Reason for Software Purchases



“Going paperless” or reducing paperwork was driving the decision-making process for 26 percent of buyers.

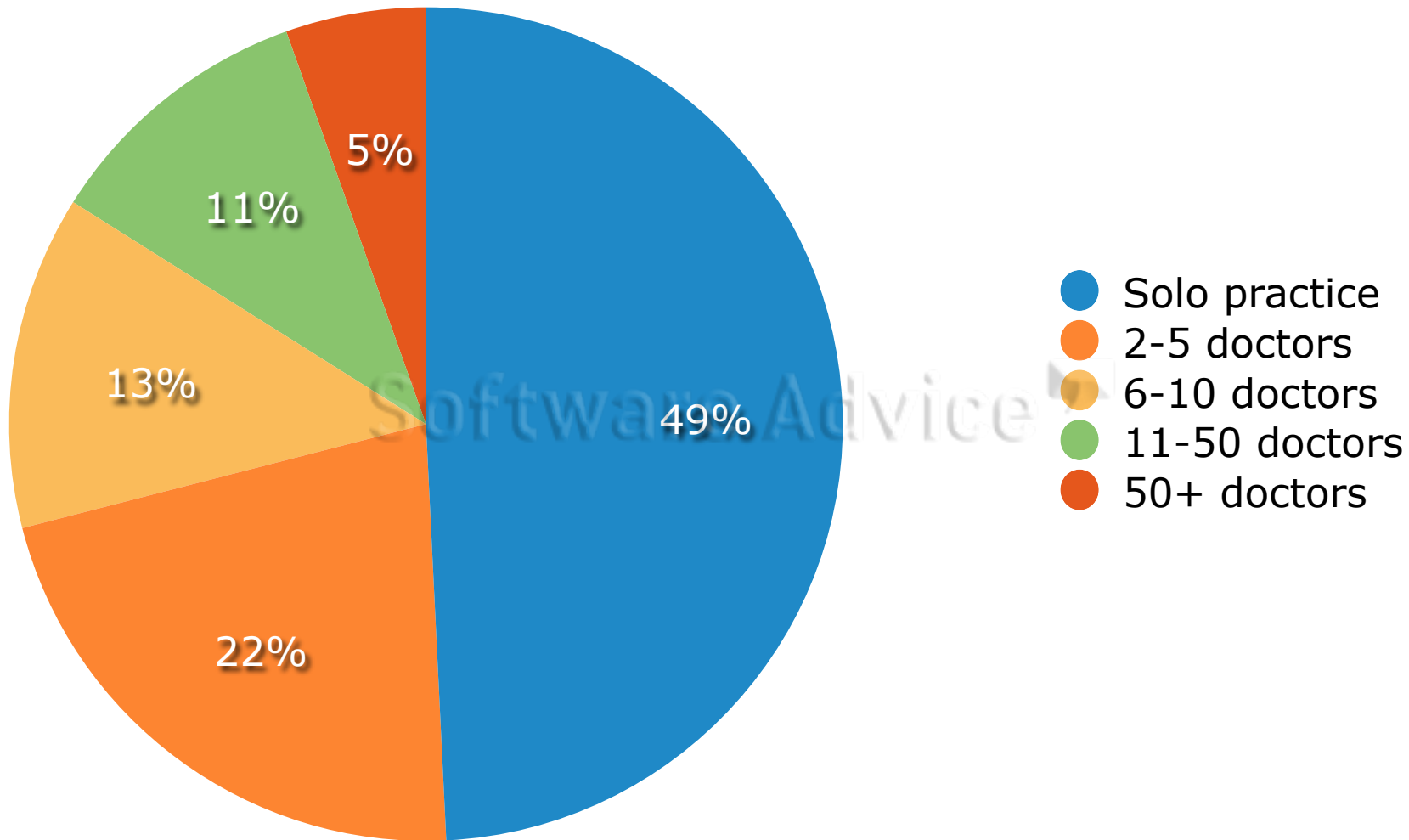
## Buyers Prefer Cloud-Based Software to On-Premise



An overwhelming majority (92 percent) of buyers expressed a preference for cloud-based software.

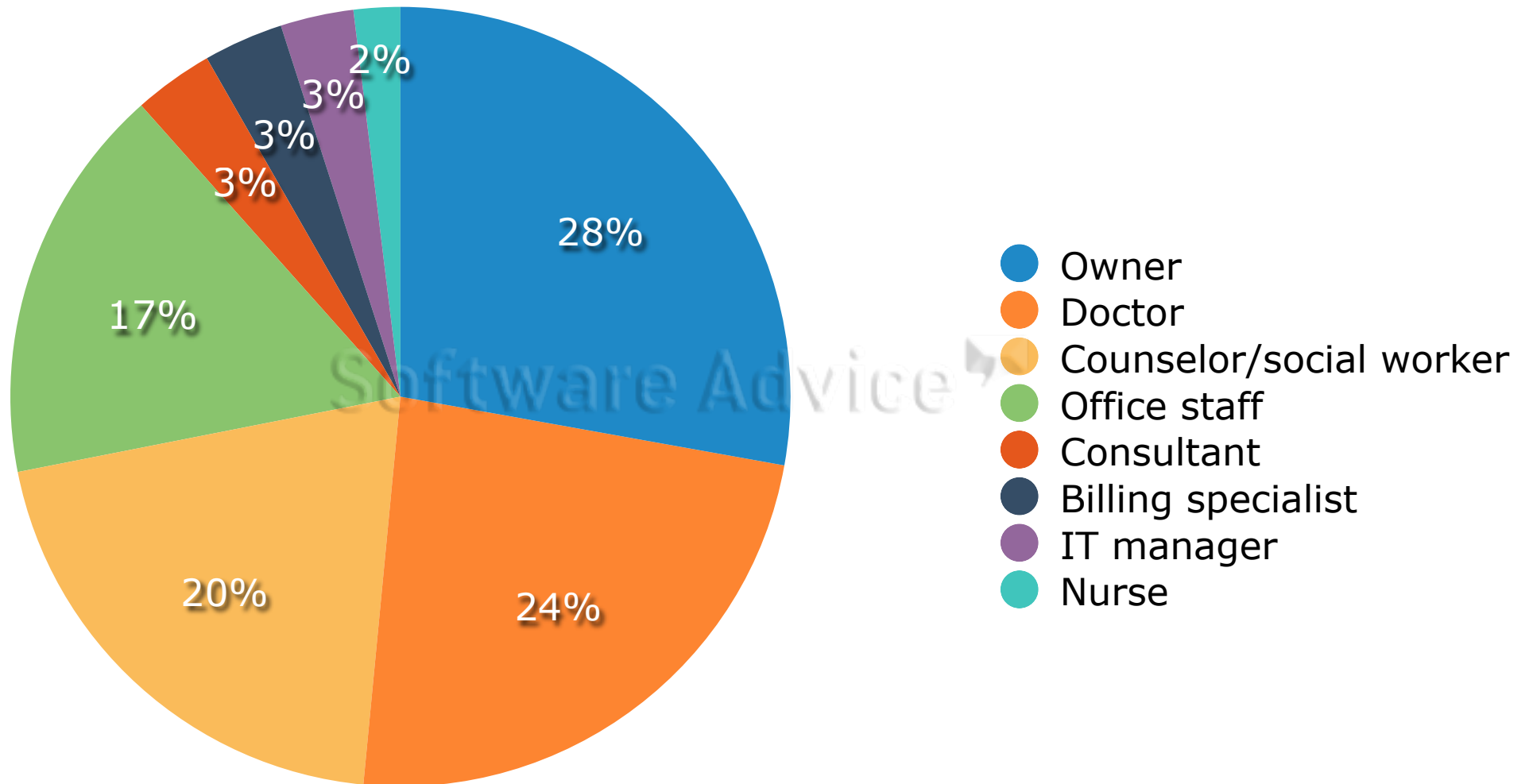


## Prospective Buyer Size by Number of Employees



Close to three-fourths (71 percent) of buyers we spoke to were operating solo practices or practices with between two and five doctors.

## Prospective Buyers by Job Titles



Approximately half of the buyers we spoke with were either practice owners or doctors.

# Learn More About Mental Health Software

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