

TECHNOLOGY WE USE TO SUPPORT YOUR CARE



At Volunteers of America of MN and WI we use secure technology to help us provide high-quality, efficient care for youth and adults. These tools help our team spend more time focusing on you and less time on paperwork.

Electronic Health Records (EHR)

We use a secure electronic health record system.

This allows us to:

- Keep your health information organized and up to date
- Coordinate care more effectively
- Reduce paperwork
- Access important information when needed to support your treatment

Electronic Prescriptions

When medication is part of treatment, prescriptions are sent electronically to your pharmacy.

Benefits include:

- Faster prescription processing
- Fewer errors related to handwriting or paperwork
- Convenient communication between provider and pharmacy

Electronic Insurance Verification and Claims

We use secure systems to communicate with insurance companies.

This helps us:

- Check your insurance benefits and eligibility
- Confirm coverage information
- Submit insurance claims electronically
- Reduce delays in processing and billing

AI-Supported Clinical Documentation Tools

Our practice uses artificial intelligence (AI) tools to assist with certain administrative and documentation tasks.

These tools can help providers:

- Organize clinical information
- Draft documentation more efficiently
- Support quality and compliance processes

AI tools are used to assist our team, not to make treatment decisions. All clinical records, assessments, diagnoses, and treatment plans are reviewed and approved by licensed professionals.

Digital Note-Taking Technology

Some providers may use secure speech-to-text technology during or after appointments to help document clinical information.

This technology helps:

- Capture important details accurately
- Reduce time spent on manual data entry
- Allow providers to focus more attention on the conversation and less on typing

You may opt out of speech-to-text technology use during your visit.

Your privacy matters. All systems comply with required privacy laws including HIPAA and the MN Data Privacy Act.

Technology is a tool that helps us provide better care, but people remain at the center of everything we do. Our goal is to use these systems to improve accuracy, efficiency, communication, and your overall experience while maintaining the personal, compassionate care you deserve.

We are happy to answer any questions about the technology and how your information is protected. Please speak with a member of our team at any time.