

# SIGNS your EMR *isn't cutting it*

*Telltale signs that it's  
time to make a switch*



SWIPE



## How do you know it's time to leave your legacy Outpatient Rehab EMR *behind*?

If your therapists are complaining about your EMR, your vendor is locking you into long-term contracts, and you're being charged extra for features that should be included—your system isn't supporting your growth, it's holding it back. The hidden costs, therapist frustration, and slow innovation are signs it's time to switch.

It might be time to rethink what an “all-in-one” EMR should actually do.

**Here are some telltale signs that it's time to make a switch.**

### ***What All-in-One Really Means***

An all-in-one EMR doesn't just handle notes, billing, and scheduling. It connects the entire patient journey—from online booking to payment to online reviews from raving fans—without add-ons, third-party tools, or extra fees.





## *Frequent Outages or Slowdowns*

**Your EMR should never keep you waiting.**

If your system crashes, slows down, or freezes during the day, it's a sign it wasn't built to keep up.

These outages are common with older systems that have been cobbled together over time—mixing outdated infrastructure with bolt-on features that don't play well together.

A modern platform should be stable, responsive, and unified from the ground up—not patched together from legacy parts.

*"The system would crash at least once a day—progress notes gone, claims stuck, and zero visibility into what was happening."*



**Physical Therapy Reddit User**

**SWIPE**





## *Poor, Diminishing Support*

When things go wrong, can you count on help?

Support should be responsive, knowledgeable, and proactive—not just a form on a website.

Unfortunately, many legacy vendors are showing signs of strain: understaffed support teams, long response times, and canned answers that leave your team hanging.

If it feels like your vendor is overwhelmed, underinvesting in service, or distracted by mergers and acquisitions—it might be because they are. And that puts your clinic at risk when you need help most.

*“There was no one to call. Just a form. And then silence.”*



*– Owner, Spine Dynamics PT*





## ***Lack of Integration*** ***(Multiple Systems Not Talking)***

**Disjointed tools cost time and create risk.**

If you're still re-entering data across tools or logging into multiple tools to do your work, your system isn't truly connected and you're spending more time and money than you should be.

*"We had to subscribe to third-party tools just to send reminders, verify benefits and manage waitlists—and none of it integrated with our EMR."*



***– Billing Manager, Spine Dynamics PT***





## ***Stalled Innovation and Missing Features***

**Is your platform evolving with your practice?**

If it's not offering AI-assisted documentation, automated plan of care tracking, instant benefits verification, or two-way patient messaging—it's falling behind.

Many legacy EMRs haven't meaningfully evolved in years, leaving therapists stuck in outdated, manual processes.

A modern system should help your team move faster, not force them to adapt to the software's limitations.

*"We were constantly working around the system to get things done—it just wasn't built for the way we actually work."*



**– Owner, Ascent PT**





## *Increasing Administrative Burden, Not Reducing*

If your staff is working around your EMR, not with it—it's a problem.

When front desk staff are manually re-entering insurance details, therapists are toggling between windows to find the info they need, or you're still relying on spreadsheets to manage waitlists and plan of care tracking—productivity suffers.

Your system should simplify these tasks, not make them harder.

*"Having tried many systems, Stride is a significant difference. From online scheduling to emailed patient intake forms to built-in payment processing, we are able to streamline the process for ourselves and our patients."*



– *Feldman Physical Therapy*





## ***Staff Burnout and Dissatisfaction***

**Your EMR shouldn't drain your team.**

Perhaps the most important sign is the human one.

If therapists are finishing notes after hours or dreading documentation, it's not sustainable.

*"Before Stride, I was finishing notes at 9:00 every night. Now they're done by the time the patient leaves."*



**– Owner, Ascent PT**







## *Negative Impact on Revenue or Growth*

Your EMR should help your business grow—not hold it back.

Ultimately, an EMR should help your business thrive.

Unfilled cancellations, lost therapist productivity, and rejected and denied claims often start with software.

*“Since switching, denials are down. Reviews are up. Our schedule stays full.”*



– Owner, Rausch Physical Therapy





## *Escalating costs or “Lock-in” Tactics*

### Paying more, getting less?

If you're stuck with rising fees and add-on pricing, or if your vendor is trying to lock you into a long term contract, it's time to look elsewhere.

And make sure that you're not getting limited time previews of critical capabilities like automated waitlists.

*“We were shocked to find out we were paying for features we thought were included. It felt like death by a thousand cuts.”*



*– Billing Manager, Spine Dynamics PT*

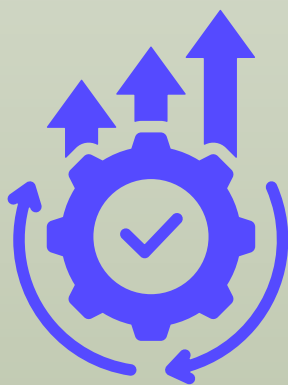
## Do any of these scenarios sound familiar?

If you nodded yes to several, it's a strong sign that your current system is no longer the right fit.

The good news: **switching to a better EMR can remove these roadblocks.**

Practices that have switched to Stride EMR report immediate improvements – from faster documentation to quicker payments and happier staff.

Problems that once felt inevitable, like daily system crashes or month-long claim cycles, can disappear with the right platform.



*"Stride EMR is way ahead of the rest and is saving us so much time on all ends".*



Stride is a new generation of EMR - a single-system practice management platform built to meet the real-world needs of outpatient therapy clinics.

Stride delivers a truly complete solution—bringing together online practice marketing, fully digital workflows, and embedded AI that supports every stage of the patient and clinic lifecycle and powers the entire platform.

From automating clinical documentation to filling open appointments and streamlining day-to-day operations, Stride replaces outdated manual processes with intelligent automation that reduces administrative burden.

The result? Faster, more personalized care, fewer clicks for staff, and a system that enables growth without added complexity—delivering real ROI from day one.

## **Schedule a Demo**

to see the impact Stride EMR will have on your practice, your staff, your patients and your bottom line.

**GET A DEMO** 