



Customer Success Story



GENESIS
PROGRAMS, INC.



[genesisprograms.com](https://www.genesisprograms.com)

Genesis Programs Inc. is an outpatient drug and alcohol rehabilitation center that provides services for individuals and families impacted by substance misuse, abuse, and addiction. Located in Ventura County, CA, Genesis has provided outpatient care to those in need for nearly three decades. Their mission is to help people to develop long-lasting support networks in their community.

EXECUTIVE SUMMARY

Genesis Programs is committed to helping those impacted by substance misuse, abuse, and addiction to overcome their challenges. Through quality outpatient services and programs, they give people the chance to make lifestyle changes in real-time while maintaining their daily obligations. They believe that clients can get the quality care and attention they need without staying in an inpatient facility.

Genesis had been using paper and manual processes since 1993. In 2019, they turned to Alleva for help with implementing real-time EMR to improve their client care.

CHALLENGES

Before Genesis found Alleva, they identified areas in their aftercare process that could be strengthened. In order to provide the thorough and life-saving care that their clients required, they knew they needed a platform that gave them the capability to check up on individuals, track their progress, and compile information into customized reports.

Additionally, Genesis lacked easy access to accurate, measurable, and recent data to review the effectiveness of their treatment and medication. Without this relevant data, it was challenging to measure progress or make necessary changes.



Remote access to patient medical records



Clients kept in contact during care with the Alleva Connect app



Less time required for administrative tasks



SOLUTION

In search of a modern solution that would allow for accurate, real-time updates to their clients' emotional state, Genesis chose the Alleva Connect app because of its easy-to-use interface, customizable reports, and capability to provide real-time and relevant updates. The Alleva Connect app reinforces the personalized outpatient care Genesis delivers to every client.

THE RESULTS

Continuous, Quality Care

The Alleva Connect app has made it easy for clients to share daily updates at the press of a button, helping Genesis save lives and provide continuous care and aftercare to their clients, even throughout the pandemic. Alleva has allowed the team at Genesis to spend less time on administrative tasks and more time doing what matters most to them: spending time with their clients and providing them with great care.

Improved Client Experience

With the Alleva Connect app's organized and customized calendar, journal, and questionnaire capabilities, clients can engage with treatment from the comfort of their home. They can also share their emotions without the pressure of a group environment, allowing specialists to compare their answers and gain greater insight into each of their needs. Genesis has been able to personalize their care even more so than before, giving individuals the attention and care they need to recover.

Access to Quality Customer Service

Genesis cites Alleva's attentive customer service as one of the greatest perks to working with them. In the case of any technical questions or requests for help, Alleva's friendly staff provides prompt assistance and resources.



“Alleva has given us the tools we need to do what’s most important in our line of work: spend time with our patients and give them the real-time care they need.”

Athena Naranjo
Genesis Owner, Clinical Director