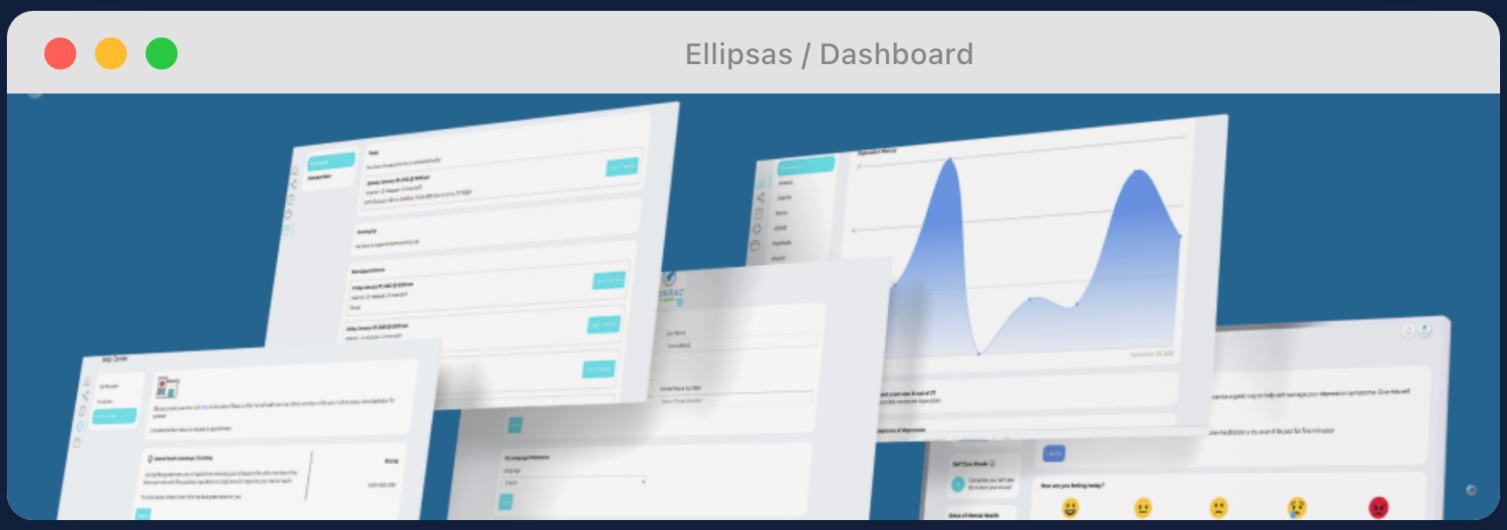
DIVESCALE CASE STUDY

Ellipsas

Measurement-Based Care for Mental Health



Healthcare | Telehealth | HIPAA | HL7-FHIR

Client: Ellipsas | Domain: Mental Health | Delivered by Divescale

THE PROBLEM

Mental Health Care Operates in the Dark Between Visits

Mental health treatment has long depended on what a patient can remember during a brief session. Providers ask how the past two weeks felt, and patients respond based on the last three to seven days. This is not data-driven care. It is educated guesswork, and it misses the moments that matter most.

Without structured touch-points between appointments, deterioration goes unnoticed. Paper diaries are forgotten. Staff manually transcribe notes into EHRs. The result is reactive care, delayed interventions, and outcomes that fall short of what the patient needs.

Subjective Recall

In-session assessments rely on short-term memory. Providers receive inaccurate snapshots of patient state, not longitudinal data.

Missed Deterioration

No systematic touch-points between appointments means critical decline is invisible until the next visit, often too late for early intervention.

Manual EHR Entry

Paper diaries have poor compliance. Staff transcribe data manually, consuming hours and introducing errors into the patient record.

7-14 Days	0	High
TYPICAL RECALL WINDOW	SYSTEMATIC TOUCHPOINTS	STAFF DATA ENTRY BURDEN

PLATFORM OVERVIEW

A Structured Care Loop Between Every Appointment

Ellipsas transforms episodic mental health visits into a continuous, measurement-based care relationship. Patients are enrolled after each appointment. Automated digital assessments are delivered at predictable intervals. Results are reviewed, trends are tracked, and at-risk patients are identified before the next visit.

1. Enroll

After each appointment, the patient is enrolled in the Ellipsas wellness plan with a treatment-specific protocol.

2. Monitor

Fifteen days after each visit, an automated email and text deliver a HIPAA-secure digital symptom-rating scale to any smart device.

3. Review

The clinical team reviews calibrated results, discusses progress during a pre-scheduled check-in call, and updates the care record.

HIPAA-Compliant Architecture

End-to-end encryption, audit logging, and BAAs with every integration partner.

FEATURE DEEP DIVE

Digital Symptom-Rating Scales

Comprehensive, HIPAA-secure digital assessments delivered automatically between visits. Patients complete them on any smart device without installing an app. The data is structured, time-stamped, and immediately available to the clinical team.

BEFORE

Providers relied on verbal recall during brief sessions. Patients handed in paper forms with incomplete answers. Staff scanned or retyped them into the EHR.

PAIN

Data was sparse, inconsistent, and often weeks old. Compliance with paper diaries was under 30%. Manual entry consumed hours and produced transcription errors.

SOLUTION

Ellipsas auto-sends condition-specific digital scales via email and SMS at fixed intervals. Patients tap a link, answer structured questions, and submit in under three minutes.

OUTCOME

Bi-weekly structured data replaces memory-based recall. Compliance increased. Providers now see calibrated, time-stamped symptom scores before the patient walks in.



FEATURE DEEP DIVE

Continuous Trending & Analytics

Results from every assessment are calibrated, normalized, and appended to a continuously updated patient profile. Providers see individual trajectories and population-level patterns, making it possible to move from reactive to proactive care.

BEFORE

Providers had only isolated snapshots, one per visit. There was no way to visualize whether a patient was improving, stable, or declining between sessions.

PAIN

Clinicians made care decisions with incomplete information. Supervisors lacked objective data for training. Multi-provider teams had no shared baseline.

SOLUTION

Ellipsas builds a calibrated profile chart for every patient. Scores are trended over time, benchmarked against norms, and surfaced in a unified dashboard.

OUTCOME

Providers now make evidence-based adjustments. Clinical supervisors track trainee outcomes objectively. Population-level reports identify systemic gaps.

FEATURE DEEP DIVE

Between-Visit Monitoring

Automated fifteen-day post-appointment touchpoints keep the patient-clinician relationship alive between scheduled visits. The clinical team reviews every response and initiates a pre-scheduled check-in call to discuss progress, adjust plans, and reinforce adherence.

BEFORE

Once a patient left the office, there was no structured contact until the next appointment. Medication adjustments, side effects, and early warning signs went unreported.

PAIN

Patients deteriorated silently. Emergency visits and hospitalizations occurred because early signals were missed. Staff spent hours chasing patients by phone with no protocol.

SOLUTION

Ellipsas triggers automated assessments at a fixed interval. Results are reviewed by a dedicated care team. Pre-scheduled follow-up calls are placed to discuss progress and adjust treatment.

OUTCOME

Patients feel continuously supported. Clinicians catch changes early. The practice operates with a predictable, repeatable workflow instead of reactive firefighting.

FEATURE DEEP DIVE

Critical Patient Alerts & EHR Integration

At-risk patients are identified automatically. Alerts trigger to the responsible provider. Critical cases receive immediate instructions to seek emergency help. All data flows into the existing EHR through HL7-FHIR, eliminating manual entry and closing the loop between digital and clinical systems.

BEFORE

Providers discovered crises only when patients showed up in the ER or missed appointments. There was no systematic triage between visits. EHRs were updated by hand.

PAIN

Critical deterioration was invisible. Staff spent hours on data entry and phone calls. EHR records were incomplete. Collaboration across providers was limited by siloed information.

SOLUTION

Ellipsas auto-detects at-risk scores and triggers tiered alerts. Critical patients receive immediate guidance. EMR-agnostic integration pushes data into the existing EHR and auto-generates clinical notes.

OUTCOME

Interventions happen before escalation. Staff time is reallocated from data entry to patient care. Multi-disciplinary teams access the same longitudinal record, improving collaboration.

VERIFIED IMPACT

What Changed in Practice

Measurement-based care is not theoretical. The shift from episodic recall to structured, bi-weekly monitoring produced measurable changes in patient engagement, clinical accuracy, and operational efficiency. Research-backed metrics from published studies confirm the value of this approach.

1.9x
ROI ON INVESTMENT

$1,070
SAVED PER PARTICIPANT

29.6%
GROSS COST DECREASE

38%
LOWER HOSPITALIZATION

~24%
DEPRESSION/ANXIETY IMPROVEMENT

67%
DETERIORATION REDUCTION

3.6 Weeks
FASTER RESPONSE

17.9%
LOWER ED ADMISSIONS

Metric	Verified Impact
ROI for Behavioral Health	**1.9x return ($100 → $190 reduced claims)**
Per-Participant Savings	**$1,070 annual savings per participant**
Cost Reduction	**29.6% gross decrease; 13.5% net decrease**
Hospitalization Cost Savings	**$59/month PMPM inpatient cost reduction**
Hospitalization Rate Reduction	**38% lower annualized hospitalization rate**
Depression/Anxiety Improvement	**~24% composite measure improvement with MBC**
Deterioration Reduction	**67% reduction compared to treatment as usual**
Treatment Response Time	**3.6 weeks faster (MBC: 4.5 vs usual: 8.1)**
ED Admissions Reduction	**17.9% lower from telepsychiatry**
CPT Billing Revenue	**Significant additional revenue via digital scales**
Staff Time	**Eliminated for manual data entry, contact, paperwork**

Source: JAMA Network Open, AJMC, PMC/NIH, JMIR, BillingParadise.

BUSINESS VALUE

Revenue, Efficiency, and Outcome Returns

Measurement-based care is not only a clinical upgrade. It is an operational and financial one. Research-backed data shows every $100 invested reduces claims by $190. Automated workflows reduce staff burden. Structured data unlocks reimbursable CPT codes. Better outcomes reduce costly downstream events. The platform pays for itself through multiple concurrent value streams.

CPT Code Revenue

Digital symptom-rating scales enable practices to bill CPT codes for significant additional revenue. Bi-weekly remote monitoring and structured assessments qualify for incremental billing without adding appointment slots.

Staff Efficiency

Digital solutions eliminate the time staff spend contacting patients, manually computing data, reviewing paperwork, and entering data into the EHR. Hours are reallocated from administrative work to direct patient engagement.

Patient Outcomes

Continuous monitoring and early intervention reduce emergency visits and hospitalizations. MBC produces ~24% improvement on depression/anxiety composites and 67% reduction in deterioration versus usual care.

VALUE SUMMARY

- **1.9x ROI**
  Every $100 invested reduces medical claims by $190.
- **29.6% Gross Cost Decrease**
  13.5% net decrease in total costs of care.
- **38% Lower Hospitalization Rate**
  Annualized hospitalization rate reduction.
- **67% Reduction in Deterioration**
  Compared to treatment as usual with MBC.
- **17.9% Lower ED Admissions**
  ED admission reduction from telepsychiatry.
- **Eliminated Staff Time**
  Manual data entry, patient contact, and paperwork eliminated.
- **$1,070 Per Participant**
  Annual savings per participant in the first program year.
- **$59/Month Hospitalization Savings**
  PMPM inpatient cost reduction with telepsychiatry.
- **~24% Depression/Anxiety Improvement**
  Composite measure improvement with MBC at scale.
- **3.6 Weeks Faster Response**
  MBC mean time: 4.5 weeks vs usual care: 8.1 weeks.
- **Significant Additional CPT Revenue**
  Digital symptom rating scales unlock reimbursable CPT codes.
- **Operational Efficiency**
  Automated workflows replace manual data entry and ad-hoc outreach.

TECHNOLOGY STACK

What Powers the Platform

Ellipsas is built on a stack selected for reliability, compliance, and interoperability. Every component supports HIPAA-grade security, real-time data flow, and seamless integration with existing healthcare infrastructure.


React


Node.js


TypeScript


WebRTC


AWS




PostgreSQL


Docker

RESULT

Ellipsas turned episodic mental health care into a continuous, data-driven practice.

Providers now see what happened between visits. Patients feel supported outside the office. Staff spend less time on data entry and more time on care. The practice captures additional revenue through reimbursable monitoring codes. Most importantly, the patients who need immediate help are identified before they reach a crisis point.

1.9x ROI
RETURN ON INVESTMENT

$1,070
SAVED PER PARTICIPANT

3.6 Weeks
FASTER TREATMENT RESPONSE