

SUCCESS STORY

**Mental health clinic,
Bien Vita, provides
psychological support
to outpatients and
inpatients with Anytime
and Cirrus.**

Mental health clinic Bien Vita

“No mental health means no health” is the guiding motto of the Bien Vita team, a distinguished residential clinic in Guadalajara, Mexico, that provides professional support to patients in mental and emotional vulnerability situations.

This clinic focused on mental health provides two types of services: scheduled encounters, where professionals offer various types of psychotherapy, and on the other hand, stay programs for patients with care 24 hours a day, which include educational and expression workshops, group psychotherapies, and physical activities, among other services. During this residency service, the patient stays in controlled and monitored spaces by specialists responsible for proper nourishment and medication intake.



Bien Vita clinic. Image: clinicabienvita.com

“We have to grow, we have to update ourselves, and we have to move forward.”

Currently, Bien Vita clinic works with Nimbo and Cirrus solutions, both developed by Ecaresoft, complementing each other and sharing information seamlessly. However, the idea of choosing these options was not a coincidence, but rather it was the result of a cluster of hurdles the collaborators faced daily and that they wanted to get away from: friction in the data recording, features missing mental health fields, and loss of documents in the clinical history that could lead to negligence.



“I think the structure was fundamental. Before we implemented Cirrus and Nimbo, the team was already pointing out specific weaknesses of the prior software, which was not giving us what we needed. This was a key point. “We have to grow, we have to update ourselves, and we have to move forward.”

Antonio Andrade - CEO

Although using two applications to manage Bien Vita patients might seem complicated, their functionalities have adapted organically to the center’s routine. Nimbo allows a structure in the traceability of clinical evolution and to monitor outpatient consultations and residences, while Cirrus gathers the information and the granular management of the schedules and resources to be used, including supplies, scheduling of medications intake, services, command of physical spaces and identification of bed status (free, occupied or waiting to be cleaned) considering the length of the stay.

It's not just the software; it's the team's synergy.

The data from both cloud-based applications can be consulted in real-time, constituting an advantage the team takes full advantage of as it allows them to know the status of the medical center, preventing blocks in a possible emergency. Likewise, the intuitive interface of the platforms has allowed active collaboration of all members of the clinic, including those who are not so familiar with the technology.

The institution's director and therapist, Antonio Andrade, knew that not only a proper implementation of Nimbo and Cirrus was required, but also it was to present and familiarize the staff with the programs. So, in the training sessions, the institution created teams that included members called "agents" with reinforcement dynamics. These internal training and reinforcement programs with agents will continue even after Ecaresoft training ends.

"From the beginning, it was important that the Cirrus and Nimbo project motivate everyone as a team. We focused on recognizing and valuing the effort: 'you did it because you master it, because you know about it, and because you are very good at it and you also rely on the software.' This has created advanced thinking; we have up-to-date files, a team that keeps learning from the program, and unconditional support for caring for the information from all the members at Bien Vita."

Antonio Andrade - CEO

Visualizing dashboards with real-time information summaries, preventing negligence or loss of information, and integrating data in the same ecosystem have provided a feeling of control, order, and security.

With great flexibility and adaptation for institutions with outpatient, inpatient, or mixed options, Cirrus and Nimbo prove to be the ideal options for hospitals and primary care centers, especially mental health centers.

