

Transformations Therapy Center

CASE STUDY

Learn how SecureVideo's reliable telehealth platform enabled Transformations Therapy Center to maintain continuity of care, ensure an optimal telehealth experience, and operate with total flexibility.



About Transformations Therapy Center

Located in Springfield, New Jersey, Transformations Therapy Center seeks to provide a supportive environment for individuals and families navigating life challenges. Their commitment to compassionate care combined with years of collective experience have been the driving force behind the practice's growth.

Today, this center has grown into a thriving group practice. The team now consists of four dedicated therapists and an intake coordinator, working together to serve their surrounding community. While the team has expanded over the years, their mission of providing a safe, supportive space for families to heal and grow remains at the heart of their work.

Transformations Therapy Center offers a comprehensive suite of services designed to support clients at every stage of life. This includes specialized therapy for adults, teens, and children, as well as perinatal support for new and expecting parents. They have worked with SecureVideo since 2020, and in that time, they've evolved their practice to better serve their clients even in a post-COVID era.



Challenges Solved by SecureVideo

When the COVID-19 pandemic forced a global shutdown, Transformations Therapy Center faced an immediate challenge, which was to maintain business continuity while ensuring their clients felt supported during a time of crisis. It was at this point that they turned to telehealth technology.

However, simply moving sessions online presented a unique hurdle for a practice rooted in pediatric care and family support. Standard video conferencing tools were not enough, and the team needed a robust platform that could replicate the interactive nature of in-person therapy.

Ensuring Quality and Accessibility

Transformations Therapy Center's priority was maintaining a stable connection, as high video quality was essential for face-to-face communication. They quickly found that SecureVideo can achieve both, making it a viable alternative for a free telehealth platform they used previously.

Beyond the immediate technical needs, the platform solved broader accessibility challenges as a result of geographic barriers. This allows the practice to leverage their multi-state licenses more effectively.

Bridging the Gap for Child Therapy

One of the most significant challenges in shifting to telehealth was engaging children effectively, as younger clients rely on play to express themselves. SecureVideo solved this by offering features that allowed the practice to translate their play-therapy curriculum into a digital format.

Through SecureVideo's interactive session tools, therapists could utilize a digital dry-erase board, enable remote control access for clients, and facilitate online board games.

Transformation Therapy's Biggest Wins with SecureVideo

SecureVideo delivers stability, reliability, and peace of mind to Transformations Therapy Center. The most significant win was the platform's flexibility, as it allowed the practice owner to move across the country without disrupting the business she had built.

And during a period of widespread uncertainty in 2020, Transformations Therapy Center states that SecureVideo was one constant the team never had to worry about. In fact, the platform's performance has been so consistent that the practice has never needed to submit a support ticket.

The center names several key features that play a role in simplifying daily operations and enhancing the user experience for both therapists and clients:



Easy Scheduling: Therapists found it incredibly easy to schedule both single and recurring sessions, saving valuable administrative time.



Client Privacy: The ability to customize display names for sessions provided an extra layer of privacy and comfort for clients.



Secure, Unique Links: Every session is protected with a unique link, ensuring confidentiality and security for all appointments.



Automated Reminders: The system automatically sends reminders to clients, who can RSVP, which helps reduce no-shows and keeps schedules on track.



Seamless Session Management: Therapists receive alerts when clients enter the virtual waiting room, allowing them to manage their time effectively.



Superior User Experience: The platform offers multiple viewing options and consistently clear image quality, creating a professional and engaging therapeutic environment.



How Transformations Therapy Center Uses SecureVideo Today

Transformations Therapy Center now operates with a flexible hybrid approach, combining in-person sessions with the convenience of telehealth. Three clinicians provide care both in the office and through virtual visits, while one clinician remains fully remote. Thanks to SecureVideo, the practice owner is able to support clients without disruption.

Currently, the team conducts about 30 virtual sessions each week across four providers. SecureVideo's seamless scheduling, reliable connectivity, and the interactive features needed for effective therapy makes this possible, in addition to helping maintain continuity of care and meeting the evolving needs of both therapists and clients.





Favorite Features

- ▲ Interactive session tools
- ▲ Video quality
- ▲ Screenshare

Does Transformations Therapy Center Recommend SecureVideo?

Yes. Above all, the team at Transformations Therapy Center endorses SecureVideo for its quality, particularly as they intentionally choose to pay for SecureVideo separately, even though their electronic health record (EHR) system includes a built-in telehealth feature. For a smaller practice, using the integrated EHR option would be the simplest path. However, the team is so impressed with SecureVideo's performance that they are "unwilling to give it up."

Transformations Therapy Center worked with their EHR provider to create a unique billing code specifically to continue using the platform, stating that this decision was necessary as SecureVideo is simply "the best." They emphasize that it offers a level of quality and reliability that makes this extra step worthwhile.

Finally, the practice owner's motivation for participating in the case study sums it up perfectly: "I wanted to do this case study to say thank you for how awesome SecureVideo is."

30

VIRTUAL SESSIONS
CONDUCTED
A WEEK

4

THERAPISTS
USING THE
PLATFORM

5

YEARS AS A
SECUREVIDEO
CUSTOMER