EHR IN PRACTICE

RUANA

EXTENDED PROFILE

RUANA

OVERVIEW

Ruana is cloud-based practice management software for self-pay chiropractors, massage therapists, and mental health providers. It includes scheduling, online booking, clinical notes, intake forms, invoicing, and reporting features.

Superbills support out-of-network reimbursement, but Ruana does not submit insurance claims directly.

KEY FEATURES:

- Online booking: Clients can book at any time through a link on a practice website, Google Business Profile, or Instagram (login not required). Practices choose which services, practitioners, and time slots are bookable, and they can set buffers between appointments. On the Professional plan, practices can review and approve booking requests before they are confirmed.
- Scheduling: Drag-and-drop rescheduling. Staff working hours and breaks limit which times are offered for booking.
- Appointment reminders: Email reminders are included, and clients can confirm or cancel from the email. SMS reminders are a paid add-on.
- SOAP notes: notes follow the standard Subjective, Objective, Assessment, and Plan format. Ruana also offers editable templates for each discipline, body charts, and file uploads. Unfinished notes are flagged on the dashboard. The Professional plan adds Automatic Notes, which insert pre-written phrases with one click.
- Treatment plans and progress notes: Practitioners can track progress by visit, date, or milestone.
- Intake and consent forms: A drag-and-drop builder creates forms with checkboxes and signature fields. Forms are sent automatically when a client books, or they can be completed on a tablet in the clinic.
- Invoicing and billing: Practices can set no-show and late-cancellation fees. Superbills include ICD-10 codes. CPT codes are available on paid plans and require a separate annual license from the AMA.
- Packages and memberships: the Professional plan supports prepaid session bundles and recurring memberships, with tracking of credits and renewals.
- Reports: Reports detailing revenue by service, practitioner, or period, along with popular appointment types, sales, tips, and transactions. These can be exported as PDFs.
- Two-factor authentication is available for all user accounts and is recommended, but not required. Ruana states that its staff cannot access practitioner or patient account data.

The entry plan covers a single practitioner. A second plan adds support for clinics with several practitioners or locations. Front-desk and admin staff can be added at no extra cost on both plans, and role-based access controls what each person can see.

RUANA

SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	Ruana
COMPLIANCE	
HIPAA	✔
ICD-10	✔
CPT	✔
HL7	✘
SPECIALTY	
ALLERGY AND IMMUNOLOGY	✘
ANESTHESIOLOGY	✘
BARIATRICS	✘
CARDIOLOGY	✘
COMMUNITY HEALTH CENTERS	✘
CORRECTIONAL HEALTH	✘
DENTISTRY	✘
DERMATOLOGY	✘
DIALYSIS CLINIC	✘
ENDOCRINOLOGY	✘
FAMILY MEDICINE	✘
GASTROENTEROLOGY	✘
GENERAL PRACTITIONER	✘
INFECTIOUS DISEASES	✘

INTERNAL MEDICINE	✗
MENTAL AND BEHAVIORAL HEALTH	✓
NEPHROLOGY	✗
NEUROLOGY AND NEUROSURGERY	✗
OBSTETRICS AND GYNECOLOGY	✗
OCCUPATIONAL MEDICINE	✗
ONCOLOGY AND HEMATOLOGY	✗
OPHTHALMOLOGY	✗
ORTHOPEDICS AND SPORTS MEDICINE	✗
OTOLARYNGOLOGY	✗
PAIN MANAGEMENT	✗
PEDIATRICS	✗
PHYSICAL THERAPY AND REHABILITATION	✓
PLASTIC SURGERY	✗
PODIATRY	✗
PROCTOLOGY	✗
PULMONOLOGY	✗
RADIOLOGY	✗
RHEUMATOLOGY	✗
SLEEP MEDICINE AND CENTERS	✗
SPEECH THERAPY	✗
SURGERY	✗
URGENT CARE	✗
UROLOGY	✗
VASCULAR DISEASES AND PHLEBOLOGY	✗

OTHER SPECIALTIES	✓
CHIROPRACTIC	✓
PRACTICE SIZE	
SOLO PRACTICE	✓
1-10 PHYSICIANS	✓
11-50 PHYSICIANS	✗
OVER 50 PHYSICIANS	✗
ADDITIONAL INFORMATION	
IOS APP	✗
ANDROID APP	✗
MULTI-OFFICE	✗
WEB APP	✓
SOFTWARE FEATURES	
APPOINTMENT MANAGEMENT	✓
BILLING MANAGEMENT	✓
CLINICAL WORKFLOW	✓
DOCUMENT MANAGEMENT	✓
EM CODING	✗
INSURANCE AND CLAIMS	✗
LAB INTEGRATION	✓
MEDICAL TEMPLATES	✓
PATIENT DEMOGRAPHICS	✓
PATIENT HISTORY	✓
PATIENT PORTAL	✗
REFERRALS	✗

REPORTING AND ANALYTICS	✔
SCHEDULING	✔
VOICE RECOGNITION	✘
E-PRESCRIPTION	✘
FURTHER INFORMATION	
PRICING	Solo: $35.99/month, Professional: $55.99 + $19.99/additional practitioner/month

RUANA

SOFTWARE SCREENSHOTS