

Feature Update: Documentation Workflow

Context

Audience: Active therapists.

Trigger: Product update affecting documentation workflows.

Goal: Explain what changed, what didn't, and reassure clinical autonomy.

Risk: Over-automation anxiety, compliance confusion.

Subject

Updates to documentation workflows

Email

Hi {{First name}},

We're introducing a few updates to the documentation workflows to make it easier to complete notes accurately and consistently.

What's changing

- Clearer prompts during note creation
- Improved draft-saving behavior
- More control over when notes are finalized

What's not changing

- You remain fully responsible for reviewing and approving documentation
- Clinical judgment always stays with you

These updates are designed to reduce friction without changing how you practice.

You can learn more in the Help Center or reach out if you have questions.

Thank you for the work you do,

The BetterHelp Team