

Millennium Behavior Health Services

How Zoobook’s methadone workflow and AI documentation helped reduce dosing to 1–2 minutes per patient, cut intake time roughly in half, and shorten patient wait times by 20–30 minutes.

Case Study | March 2026

Interview participants: Brenda, CEO, and Tiffany, Nurse

Executive summary

Methadone clinics need speed, accuracy, and compliance all at once. For Millennium Behavior Health Services, that meant improving dose dispensing, reducing documentation burden, and getting ready for CARF with a system that could keep counts, notes, policies, and operational records in one place.

Brenda has worked with multiple methadone software platforms, including Metasoft and SAMMS, giving her a practical basis for comparison. In the interview, she described Zoobook’s methadone workflow and AI tools as “game changers” because they reduce manual steps, shorten patient wait times, and make it easier for counselors and nurses to keep work current.

Based on the clinic’s reported experience, Zoobook helped move dosing from a manual approximately 15-minute process to about 1–2 minutes per patient, reduced intake from 60–90 minutes to 30–45 minutes, shortened wait times by 2–3 minutes, and reduced note-writing time by about 70%. The clinic also reported no duplicate data-entry issues, 0 minutes of manual report preparation, and stronger visibility into incomplete work, required fields, and methadone counts.

Results snapshot

Dosing / dispensing workflow	Before: ~15 min per patient with manual paperwork and count tracking After: ~1–2 min per patient Impact: approximately 60–80% faster
Intake / admission	Before: ~60–90 min After: ~30–45 min Impact: about 50% faster
Patient wait time	Before: ~20 min After: ~2–3 min

	Impact: 2–3 min shorter (about 80–90% reduction)
AI note-writing time	Before: significantly more manual note time After: clinic-estimated ~70% less time Impact: same-day completion became much more realistic
Report preparation	Before: manual prep required After: 0 min Impact: reports are already available in the system
Operational visibility	Before: more manual follow-up for incomplete work and counts After: no duplicate entry issues reported; incomplete work, hours, and counts are easier to track

The organization

Millennium Behavior Health Services is a methadone clinic preparing to grow its program while maintaining strong compliance standards. At the time of the interview, the clinic’s live dosing census was still small, but Brenda benchmarked Zoobook against real-world methadone operations she has worked in across multiple systems—including programs serving roughly 100–200 patients. The planning assumptions referenced in the interview were approximately 2 nurses and 4 counselors. That experience gave the team a practical way to compare Zoobook against legacy workflows rather than evaluating it in isolation.

The challenge

Like many opioid treatment programs, Millennium needed a system that could do more than document visits. The clinic needed accurate dosing counts, faster admission workflows, shorter patient waits, better note completion, and stronger readiness for CARF reviews. Before Zoobook, Brenda described legacy methadone workflows as slower, more manual, and more dependent on paper tracking, handwritten counting, or disconnected systems.

Key pain points included:

- Manual paperwork and counting could stretch dosing documentation to about 15 minutes per patient.
- Intake could take about 60–90 minutes before a patient was fully admitted.
- Patient wait times could reach around 50 minutes.
- Counselors spent too much time completing notes and forms, which made timely completion harder.
- Policies, staff evaluations, meeting minutes, and compliance materials were harder to keep together in one place.

The solution

Millennium implemented Zoobook's methadone workflow alongside Zoobook AI documentation. The goal was not just faster dispensing, but a single operating system for clinical work, dose tracking, notes, reports, policies, and compliance preparation.

Workflow: from intake to dosing to documentation

1. Staff complete admission and clinical setup inside Zoobook.
2. Nurses use the dispense workflow to bring up the dose, dispense quickly, and maintain accurate counts.
3. Patients sign for dosing when needed, giving the clinic an added layer of verification.
4. Counselors dictate or summarize sessions, and Zoobook AI turns that input into structured notes faster.
5. Supervisors and administrators monitor incomplete work, required fields, hours, and reports inside the same system.

"The AI is a game changer... there's no reason why the clinician cannot keep up with their notes in a timely manner for groups and individuals."

— Brenda, Millennium Behavior Health Services

"You can dispense a client within a minute compared to spending 15 minutes keeping up with paperwork and keeping up with your count manually."

— Brenda, Millennium Behavior Health Services

Implementation and change management

Adoption focused on real workflow needs rather than a generic EMR rollout. Brenda and Tiffany helped refine the methadone workflow around dispensing speed, count accuracy, patient sign-off, and service-specific note entry. The clinic also began centralizing policies, procedures, evaluations, and meeting records inside the platform as part of its CARF preparation.

What made adoption stick

- One system for the whole clinic: Brenda emphasized that Zoobook lets the clinic keep personnel files, evaluations, policies, notes, and methadone operations in one place.
- Fast wins: dosing, intake, and report access improved immediately.
- AI removed a major bottleneck: counselors could finish notes faster and stay current.
- Visibility and measurement: staff could see incomplete work, required items, dose counts, and client hours more clearly.

Outcomes

Millennium reported measurable improvements across dispensing speed, intake, patient flow, documentation, and operational control.

1) Faster dosing and shorter queues

Brenda and Tiffany reported dosing now takes about 1–2 minutes per patient, compared with about 15 minutes when staff are tracking more manually. For higher-volume methadone operations, Brenda estimated clinics using 2 dosing machines and 2 nurses can dose patients in roughly 1–3 minutes each. She also estimated patient wait times fell by 2–3 minutes, from roughly 50 minutes to about 2–3 minutes.

2) Intake time cut roughly in half

Millennium reported that a basic admission can now be completed in about 30–45 minutes, versus roughly 60–90 minutes before. That represents an approximate 50% reduction in intake time.

3) AI reduced note burden and improved same-day completion

Brenda described Zoobook AI as the biggest time saver for counselors. In the interview notes, the clinic estimated AI reduced note-writing time by about 70%, making it easier to complete group and individual notes the same day instead of letting work pile up. Brenda noted that on busy days she can dictate and finish all notes within about two hours.

4) Automation reduced administrative friction

The clinic reported 0 minutes of manual report preparation because reports are already available in the system. Brenda also reported no duplicate data-entry issues in day-to-day use and stronger visibility into incomplete work, unsigned items, and required documentation.

“Everything is measurable. I love that part.”

— Brenda, Millennium Behavior Health Services

“It’s a game changer that you could put everything in your clinic in one software. I love that.”

— Brenda, Millennium Behavior Health Services

Operational control, compliance, and trust

For Millennium, the value of the system was not only speed. Brenda emphasized accurate methadone counts after each patient and at the end of the day, visibility into incomplete notes and signatures, and the ability to keep policies, procedures, staff evaluations, meeting minutes, and personnel information together in one place. As the clinic prepared for CARF, that centralization mattered. Brenda also highlighted the benefit of required-field logic that helps prevent staff from saving incomplete information.

Note: Billing metrics are excluded because billing was not yet live in Zoobook at the time of the interview.

Lessons for similar OTPs

- Start with dispensing and intake; these create the fastest operational wins.
- Pair methadone workflows with AI documentation so nurses and counselors both save time.
- Use sign-off, incomplete-work tracking, and report automation to strengthen compliance readiness.
- Centralize policies, training records, and staff evaluations in the same platform used for daily care.

About Zoobook Methadone System

Zoobook helps opioid treatment programs manage dosing workflows, patient intake, documentation, reports, compliance records, and AI-assisted notes in one platform—giving clinics a faster, more measurable operating model without forcing staff back into paper-heavy workflows.

Results in this case study are based on an interview with Millennium Behavior Health Services leadership and reflect their reported experience. Some figures are directional estimates based on interview responses and workflow comparisons. Individual results may vary.