

Franco Chiropractic Clinic

Introduction

This case study of Franco Chiropractic Clinic is based on a December 2018 survey of ChiroTouch customers by TechValidate, a 3rd-party research service.



“Efficiency”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select ChiroTouch:

- Selected ChiroTouch software for the following reasons:
 - Achieve growth potential of their practice
 - Migrate to electronic health records (E.H.R.)
 - Improve in-office workflows such as billing, scheduling and case management
 - Meet compliance such as HIPAA and MACRA/MIPS
 - Improve billing and coding posture
 - Attract and retain patients
- Was using Medisoft prior to ChiroTouch.

Use Case

The key features and functionalities of ChiroTouch that the surveyed company uses:

- Has a Insurance practice.
- Decided to purchase ChiroTouch for the following reasons:
 - Native iPad integration
 - Unlimited phone and chat support
 - Ease of use
 - A referral from a friend or colleague
- Is using the following ChiroTouch products and services:
 - CTIntake Premium 2.0 intake forms
 - CTSecure daily backup

Results

The surveyed company achieved the following results with ChiroTouch:

- Has seen the following benefits from using ChiroTouch:
 - More personal time
 - Staff is regularly caught up on charting / SOAP notes
 - More mobility with iPad apps
- Has seen the following level of improvement in their practice since using ChiroTouch:
 - billing: exceptional improvement
 - scheduling: good improvement
 - patient flow: good improvement
 - claims: exceptional improvement
 - charting / SOAP Notes: exceptional improvement
- Rated their satisfaction with the following Support Department aspects:
 - technical expertise: exceptional
 - friendliness: exceptional
 - total chat support experience: exceptional
 - total phone support experience: exceptional

Company Profile

Company:
Franco Chiropractic Clinic

Company Size:
Small Business

Industry:
Health Care

About ChiroTouch

ChiroTouch chiropractic software system is a fully-customizable, comprehensive practice management software designed specifically for the chiropractic practice.

Learn More:

[ChiroTouch](#)