

Cash practice reports saving 20-40 hours per month with ChiroTouch, so has left Chiro QuickCharts.

Introduction

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



The versatility of the program as well as the amazing training and support.

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
 - Improve in-office workflows such as billing, scheduling and case management
- Was using Chiro quick charts prior to ChiroTouch.

Company Profile

Company:
Eaton Chiropractic P.C.

Company Size:
Small Business

Industry:
Health Care

Use Case

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

- Has a cash practice.
- Decided to use ChiroTouch because of the following:
 - A referral from a friend or colleague
 - A referral from a chiropractic coach or business coach
- Is using the following ChiroTouch products and services:
 - ChiroTouch E.H.R. Practice Management Software
 - A maintenance and support service agreement
 - CTIntake Premium 2.0 intake forms
 - CTInTouch patient communication tools
 - Smart fit and open edge
- Decided to purchase ChiroTouch for the following features:
 - Native iPad integration
 - Unlimited phone and chat support
 - Personal 1-on-1 training
 - Rich feature set addressing the full practice functionality
 - Ease of use
 - Quantity of pre-set Macros, office reports, stats and analytics
 - Implementation process that is manageable and clear

About ChiroTouch

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

Learn More:

[ChiroTouch](#)

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
 - Practice profitability
 - Increased quantity of patients treated
 - Increased retention of existing clients
 - Improved staff communication
 - More mobility with iPad apps
- Has seen the following level of improvement in their practice since using ChiroTouch:
 - Billing: some improvement
 - Scheduling: exceptional improvement
 - Patient flow: exceptional improvement
 - Charting / SOAP Notes: exceptional improvement
- Rated their satisfaction with the following Support Department aspects:
 - Technical expertise: exceptional
 - Wait times: exceptional
 - Friendliness: exceptional
 - Total chat support experience: exceptional
 - Total phone support experience: exceptional
- Reports that ChiroTouch's 15-second SOAP notes save them 20-40 hours per month.