

Dr. Dorothy B Brolin, Dc – former Medisoft user is happy with her switch to ChiroTouch

Introduction

This case study of Dr. Dorothy B Brolin, DC is based on a December 2018 survey of ChiroTouch customers by TechValidate, a 3rd-party research service.



Good product that meets the medical necessity needs, easy to use/user-friendly, tech support is good.

Challenges

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

- Selected ChiroTouch software for the following reasons:
 - 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
- Was using Medisoft prior to ChiroTouch.

Company Profile

Company:
Dr. Dorothy B Brolin, DC

Company Size:
Small Business

Industry:
Health Care

Use Case

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

- Has a Family and all of the above practice.
- Is using the following ChiroTouch products and services:
 - ChiroTouch E.H.R. Practice Management Software
- Decided to purchase ChiroTouch for the following features:
 - Unlimited phone and chat support
 - 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:
 - Staff is regularly caught up on charting / SOAP notes
 - Improved staff communication
 - Less hassle vs. paper-based systems
- Has seen the following level of improvement in their practice since using ChiroTouch:
 - Billing: some improvement
 - Scheduling: good improvement
 - Patient flow: some improvement
 - Claims: some improvement
 - Charting / SOAP Notes: good improvement
- Rated their satisfaction with the following Support Department aspects:
 - Technical expertise: very good
 - Wait times: very good
 - Friendliness: very good
 - Total chat support experience: very good
 - Total phone support experience: very good