

Charlotte Spine & Pain Relief

Introduction

This case study of Charlotte Spine & Pain Relief is based on a December 2018 survey of ChiroTouch customers by TechValidate, a 3rd-party research service.

Challenges

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

- Selected ChiroTouch software for the following reasons:
 - Reactivation and recall
- Was using Athena prior to ChiroTouch.

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
- Is using the following ChiroTouch products and services:
 - A maintenance and support service agreement
 - CTSecure daily backup
- Decided to purchase ChiroTouch for the following features:
 - All-in-one dashboard
 - Ease of use

Results

The surveyed company achieved the following results with ChiroTouch:

- Has seen the following level of improvement in their practice since using ChiroTouch:
 - charting / SOAP Notes: good improvement
- Rated their satisfaction with the following Support Department aspects:
 - technical expertise: very good
 - friendliness: very good
 - total chat support experience: very good
 - total phone support experience: very good

Company Profile

Company:
Charlotte Spine & Pain Relief

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](#)