

Cutler Ridge Family Chiropractic Center, Inc. sees exceptional improvement and many benefits from ChiroTouch

Introduction

This case study of Cutler Ridge Family Chiropractic Center, Inc. is based on a December 2018 survey of ChiroTouch customers by TechValidate, a 3rd-party research service.



“I’ve had no issues with ChiroTouch. Upgrades have gone smoothly and if I don’t understand something, they can be easily reached.”

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.)
 - Stop falling behind on charting
 - 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 TPS prior to ChiroTouch.

Use Case

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

- Has a cash, insurance, personal injury, Medicare and family/pediatric wellness practice
- Decided to purchase ChiroTouch for the following reasons:
 - Unlimited phone and chat support
 - Personal 1-on-1 training
 - A referral from a friend or colleague
- Is using the following ChiroTouch products and services:
 - ChiroTouch E.H.R. Practice Management Software
 - A maintenance and support service agreement
- Decided to purchase ChiroTouch for the following reasons:
 - Unlimited phone and chat support
 - Personal 1-on-1 training

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 retention of existing clients
 - Improved staff communication
 - Improved compliance posture
 - Less hassle vs. paper-based systems
- Has seen the following level of improvement in their practice since using ChiroTouch:
 - billing: exceptional 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: very good
 - friendliness: exceptional
 - total chat support experience: exceptional
 - total phone support experience: exceptional

Company Profile

Company:
Cutler Ridge Family Chiropractic Center, Inc.

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](#)