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5 Ways to Practice Happier with Cloud-Based ChiroTouch

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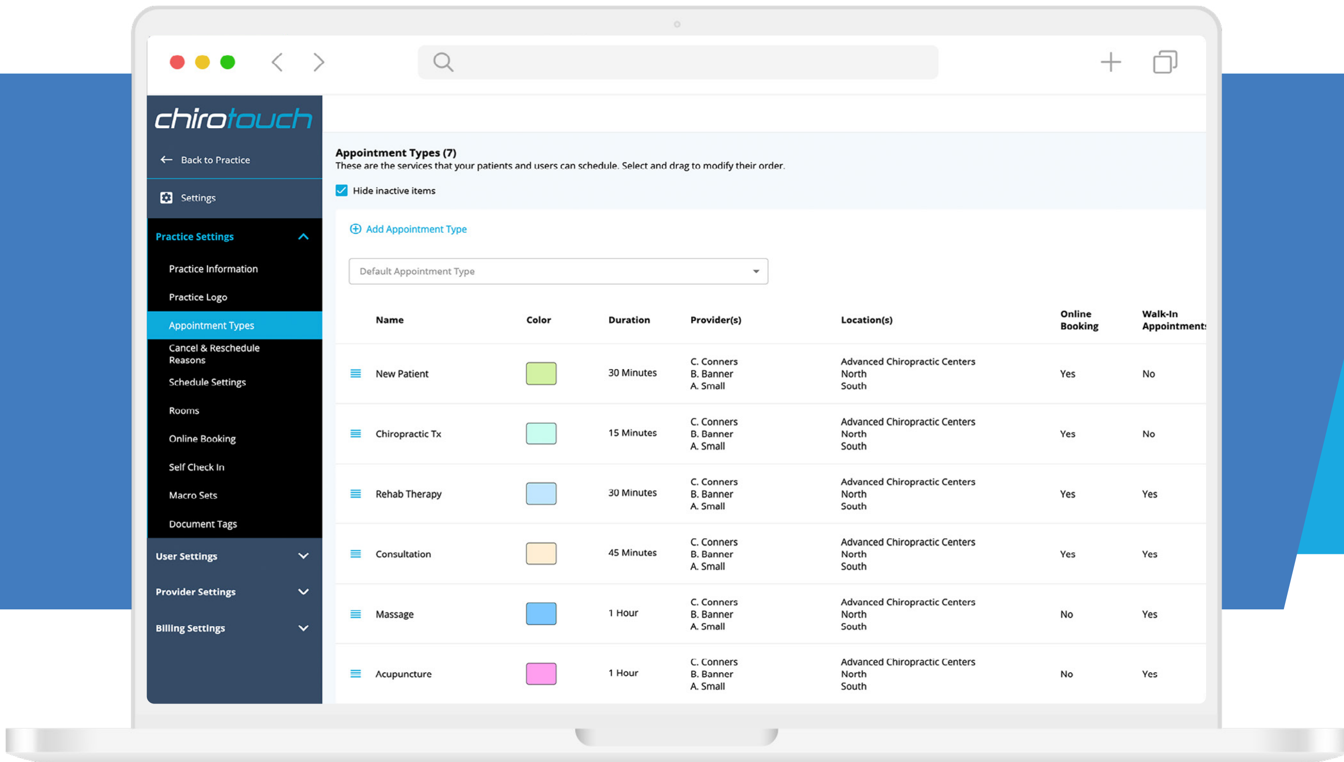
Table of Contents

Highlights

- Using an outdated EHR can result in lost time and revenue due to manual data entry and SOAP notes documentation.
- ChiroTouch offers several ways to improve the patient experience and streamline your practice workflows.
- Chiropractic practices can easily manage appointments, billing, patient encounter history, and check-in/check-out processes using ChiroTouch's scheduling, practice ledger, charting, and patient flow view features.

Running an efficient, streamlined workplace as a chiropractor can lead to a happier environment for staff and patients. An outdated EHR system that requires excessive data entry and has navigation issues can [negatively affect your mental health](). Switching to an innovative, cloud-based practice management system boosts morale for everyone at your practice, including your patients.

Here are the 5 ways that ChiroTouch improves workflows so you can practice happier.



1. Scheduling

Scheduling can be one of the most challenging aspects of running a chiropractic practice. Patients have varying schedules, making finding [mutually convenient appointment times]() difficult, while unexpected cancellations or no-shows can disrupt the day's schedule and affect a practice's bottom line.

Chiropractors also need to balance the demands of administrative tasks with patient care, further complicating their scheduling efforts.

Why Scheduling is a Challenge for Chiropractors

Missed appointments can cost your practice up to $3,200 a month, leading to lost revenue. It also disrupts your practice's daily schedule, causing decreased patient satisfaction and increased stress for chiropractors. Poor scheduling also results in longer wait times, reduced productivity, and a negative impact on patients' overall quality of care.

What Cloud-based ChiroTouch Offers

ChiroTouch's scheduling feature offers a comprehensive solution to chiropractic scheduling challenges. It lets you and your staff view multiple providers, color-code appointments, and schedule recurring appointments.

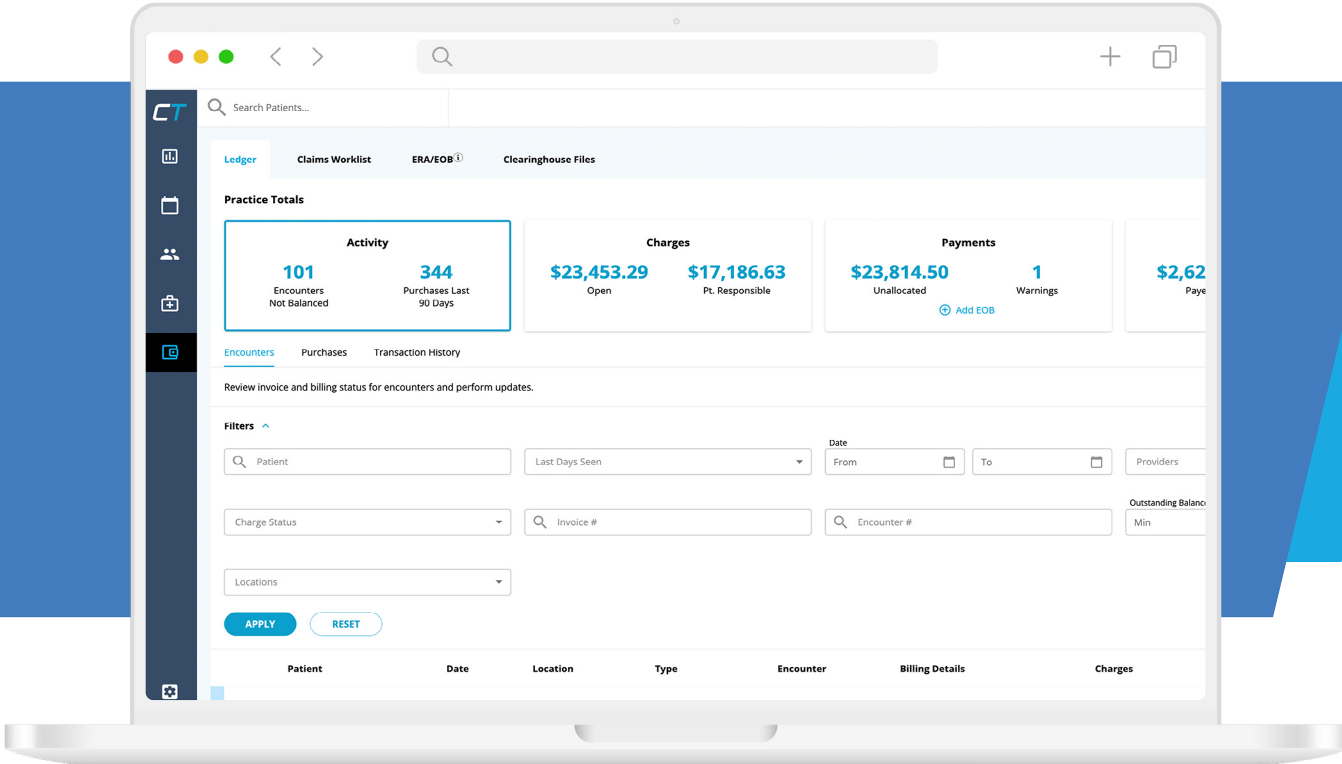
The cloud version of ChiroTouch also provides patient self-scheduling and a multi-provider monthly and weekly calendar view. Patients can self-check in by accessing a direct link via email or text or using a QR code printed out by the practice.

The link can also be added to the practice's website, providing patients with multiple options to easily check in using their phone, reducing the need for front desk assistance.

Front desk staff can use the convenient Patient Flow View. Patient Flow View features three columns that enable staff to see the overall patient schedule, who has checked in and who has been seen, then drag-and-drop appointments across the three columns.

How ChiroTouch Can Help

ChiroTouch's cloud features allow patients to self-manage and book appointments from anywhere using their phone or laptop, selecting the appropriate service, provider, date, and time. This streamlines the scheduling process and places less pressure on front desk staff. With a cloud-based system, multiple providers can view and manage their appointments, reducing scheduling conflicts and increasing efficiency for your practice.



2. Ledger

Managing a chiropractic practice's financial activities can be challenging due to claim denials reducing cash flow. The claim denial rate increased by 17% in 2021, and almost 20% of all healthcare claims are denied.

Reworking or appealing these denials can cost as much as $181 per claim for hospitals and $25 for practices, and more than 60% of returned claims are never resubmitted. When you also consider that two-thirds of denied claims are recoverable, not having a comprehensive ledger for your chiropractic practice's finances can be costly.

Why Ledger Management Is a Challenge for Chiropractors

Billing and insurance processes are complex. Chiropractors must maintain accurate records of all financial transactions, including insurance claims, co-pays, and deductibles.

The billing process can be time consuming and requires attention to detail to avoid errors and ensure timely payments. Additionally, managing past-due accounts and addressing patient billing inquiries can add to the workload of chiropractic staff.

What Cloud-based ChiroTouch Offers

ChiroTouch software provides a patient ledger and a practice ledger, which display patient data, including all charges, open balances, and payments across the entire practice.

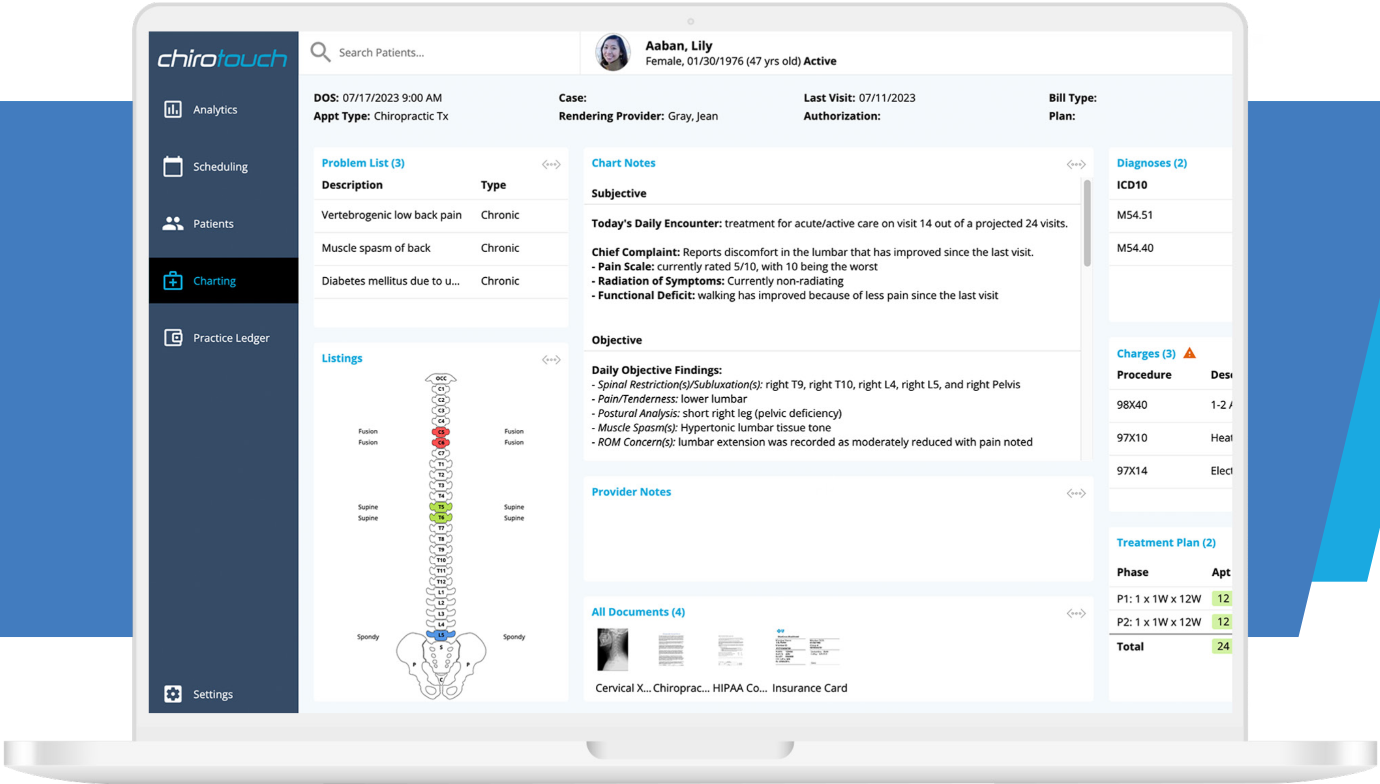
Chiropractors can bill paper and electronic claims simultaneously, and ChiroTouch Advanced for insurance practices allows for the auto-posting of ERAs through an integrated clearinghouse. The software also lets staff control patient payment allocation and online patient payments while using any clearinghouse.

With the cloud version of ChiroTouch, you can add CT Verify, which works with ChiroTouch Advanced to alert you to insurance eligibility status at check-in and check-out and automatic insurance verification before appointments. The cloud-based platform provides a dashboard to visualize and filter reports, with the added ability to see claim status updates without leaving the software.

How ChiroTouch Can Help

ChiroTouch's cloud-based ledger management provides a complete overview of your practice's financial activities, including charges, payments, and balances, enabling you to generate statements and superbills, manage the entire claims cycle, and view ERAs in the ledger's payment section.

The ChiroTouch dashboard presents data visually, allowing you to drill down and filter further for a detailed breakdown, with advanced features such as auto-posting of ERAs. This software also enables direct editing of encounter charges and diagnoses in the practice ledger, enhancing billing efficiency and reducing claim denials.



3. Charting

Chiropractic providers spend an average of [1.77 hours per day] completing documentation. The time-consuming charting process can hinder efficiency, resulting in [medical errors and emotional distress] among healthcare providers.

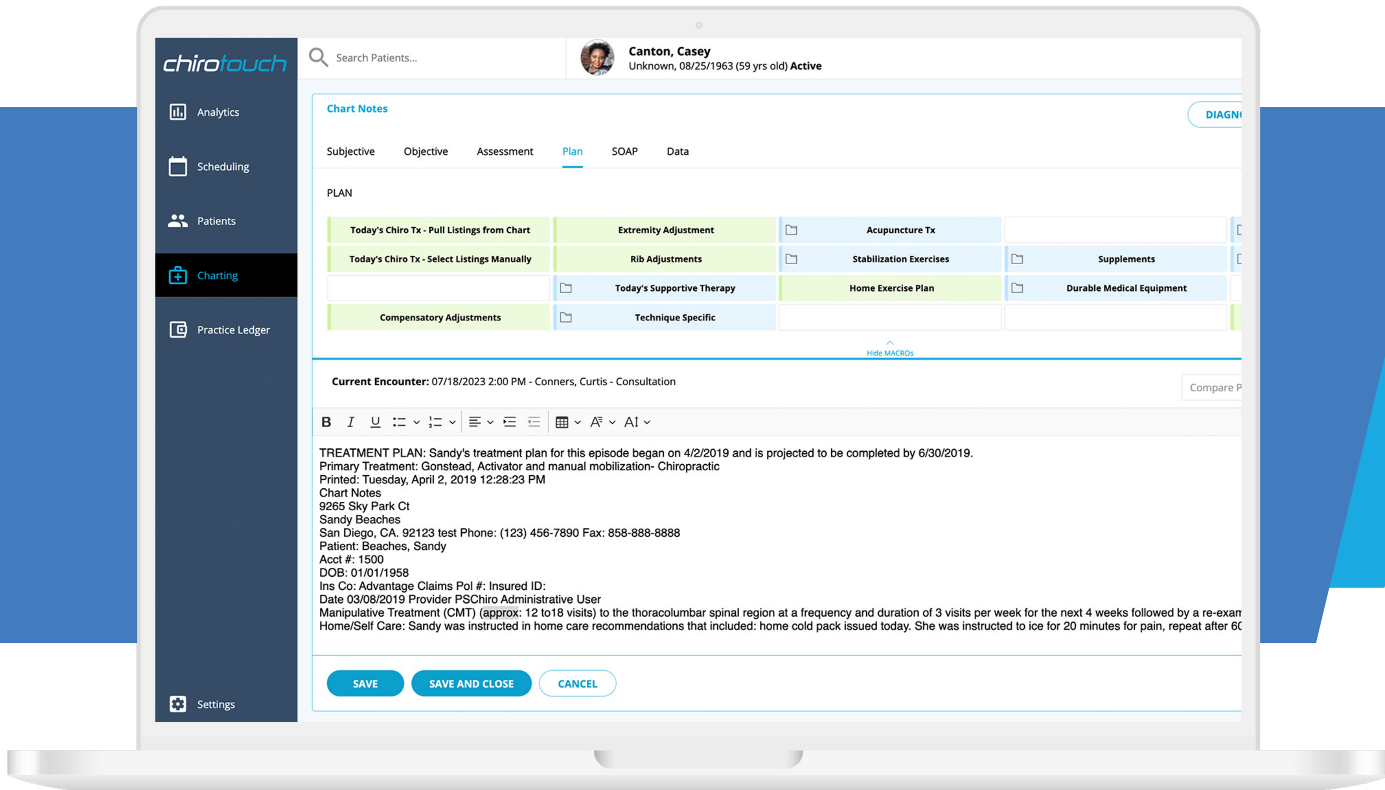
Why Charting Is a Challenge for Chiropractors

Charting can be challenging because chiropractic treatment involves various physical examinations, assessments, and therapies that require accurate and detailed charting.

Charts must also adhere to legal and regulatory requirements, making it time-consuming and challenging to maintain accurate and compliant records.

What Cloud-based ChiroTouch Offers

ChiroTouch provides solutions with features like customizable intake forms through CT InForms, side-by-side chart note comparisons, an actionable worklist, and the ability to document past or future dates. You can add notes directly on the spine diagram, create custom macros, and update ICD 10 codes.



ChiroTouch also includes a diagnosis search feature and charge list for quick reference. Users can manage treatment plans and problem lists at any time, capture a history of past treatment plans, and automate entries with the Same as Last Time (SALT) feature.

How ChiroTouch Can Help

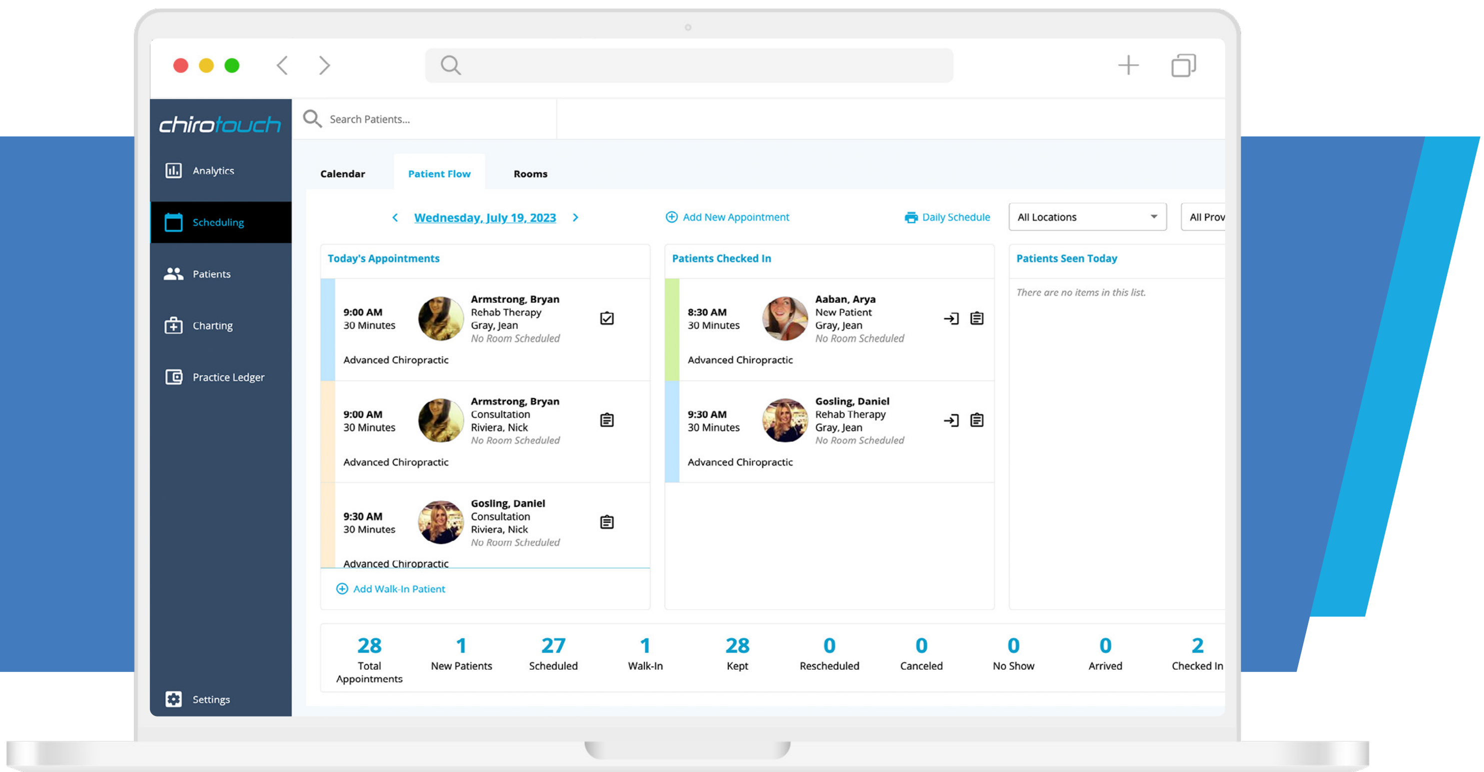
You can save time by documenting your patients' progress with BulletTouch and EasyTouch macros in the Charting tab and customizing them to meet your needs. With the SOAP notes in Charting, you can easily review a patient's progress and compare prior encounters so you can quickly make informed decisions about their care.

The cloud-based software offers unlimited storage for patient documents, MRIs, and more, so you can track the progress of their treatment plan.

The data section in the Charting tab and auto SALT in Chart Notes let you efficiently add diagnosis and charge codes. The front desk can receive a note after the patient's chart has been completed to schedule the patient's next appointment, making the scheduling process more efficient and streamlined.

4. Front Desk

Manual front desk tasks like patient intake and case management can be a pain point for chiropractic offices. Handling intake documents and entering and managing patient information take up valuable time and energy that could be better spent on patient care.



Why Manual Intake Results in a Poor Patient Experience

The manual data entry required for paper intake forms means more administrative work for your front desk staff. This often translates to longer wait times and decreased patient interaction. Longer wait times and poor customer service can cause your practice to lose patients and harm your reputation online and in the community.

What Cloud-based ChiroTouch Offers

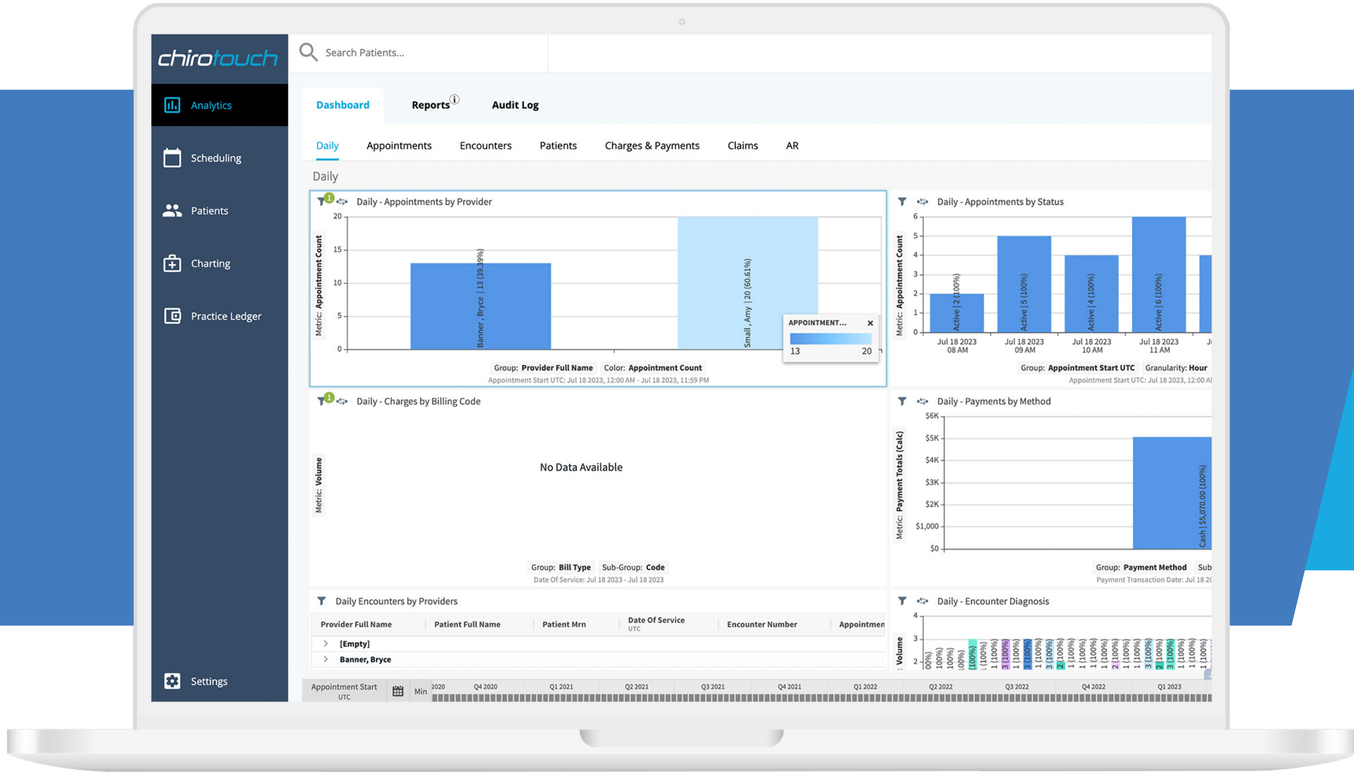
ChiroTouch offers a patient flow view that enables front office staff to view appointments for the day, which patients have checked in, and which patients have been seen for the day. It allows staff to add new appointments, check patients in and out, and view patient information such as demographics and billing details.

How ChiroTouch Can Help

Using ChiroTouch's patient flow view feature, front office staff can automate the check-in and check-out process, which reduces administrative work. This feature enables patients to self-schedule and store their credit card information for co-pays and self-pay, reducing pressure on the front desk to enter financial information every time.

The ancillary tool, CT Informs, enhances the patient experience by providing secure and efficient data storage and eliminating the need for manual data entry. Patients can fill out intake forms and submit them electronically before they arrive at your office.

This cloud-based system also enables practices to access patient information securely from anywhere, making it easier to manage patient data and provide quality care.



5. Reporting

Poor reporting may result in inaccuracies, affecting the quality of care you provide. ChiroTouch's cloud-based platform offers advanced analytics that simplify reporting for chiropractors, including automated data collection, real-time data reporting, and user-friendly dashboards.

Improving the efficiency of your reporting processes can make it easier for your practice to meet compliance regulations and maximize your time and resources.

The ChiroTouch all-in-one dashboard lets you generate customizable reports for multiple functions of your practice, including inventory, provider performance, patient progress, and revenue. These reports can help you identify areas where you can improve your practice, such as increasing patient satisfaction or reducing costs.

Here are some of the reports that ChiroTouch can generate:

- **End-of-Day (EOD) reports.** Track your practice's revenue, expenses, and patient visits for the day. These reports can help you identify trends in your practice and make informed decisions about your business.
- **Collections and Productivity reports.** Track revenue, pay providers for their services based on collections, and identify patients who are overdue for payment.
- **Accounts Receivable reports.** These reports can help you identify patients who are at risk of defaulting on their payments and take steps to prevent it.
- **Liability and Deduction reports.** With these reports, you can track write-offs and tax payments.
- **Attorney Patient Info reports.** Keep track of worker's compensation and personal injury attorney activity for collecting balances.

Let's take a deep dive into our newest report set, EOD Reports.

EOD reports summarize your practice's daily activities and highlight crucial performance metrics. These reports are vital for understanding the overall health of your practice, allowing you to quickly identify patterns and easily make changes to optimize your operations.

Three unique reports. You can choose how you want to view your data:

- Select Summary, Transactions, or Appointments for detailed category breakdowns.
- Identify key performance metrics for the whole day.
- Customize your report by date range, provider, and location.

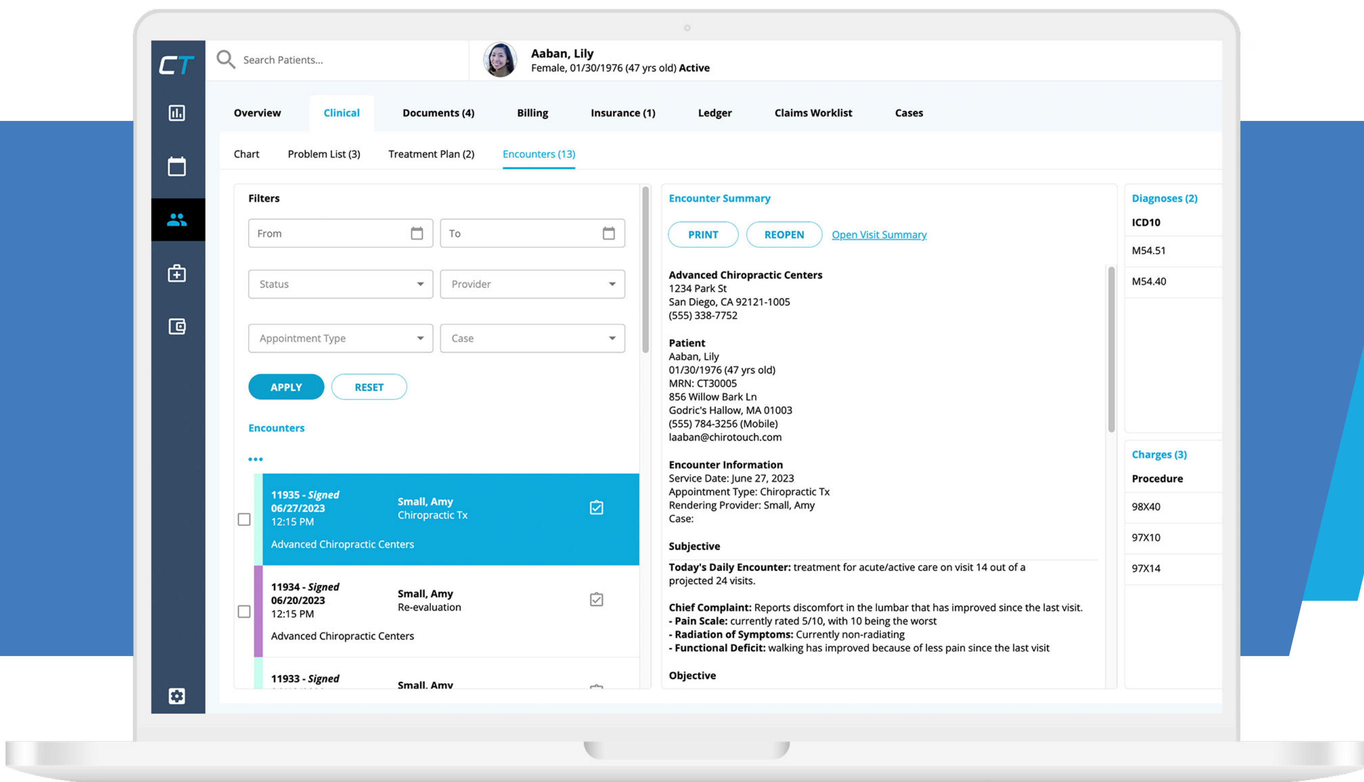
Two distinct views. You can easily toggle between static reports or real-time visual dashboards, based on your needs and preferences. This allows you to diagnose areas of improvement and take stock of what you're doing well.

Choose from static or dynamic, real-time dashboards. You have two options for how you wish to view your data:

- **Static reports** offer data that allows your practice to review historical trends and analyze whether the measures you're taking to improve are actually working.

- **Real-time visual dashboards** enable you to monitor appointment volumes, new patient acquisition, and revenue, providing a quick snapshot of how the practice is performing at any given time.

ChiroTouch's reporting features offer a powerful tool to gain deeper insights into your practice, driving better patient outcomes and increasing practice efficiency. By tracking patient progress and analyzing trends, you can make impactful decisions that lead to a happier, more profitable practice. With ChiroTouch, you have all the data you need to succeed.



Optimize Your Practice With ChiroTouch

You can streamline your practice and improve productivity through integrated scheduling, reporting, charting, and intake workflows. ChiroTouch's easy-to-use EHR system offers customizable options to make managing your practice easier.

ChiroTouch provides comprehensive support through online chat, an extensive knowledge base, and on-demand and live webinars so you can always find the help you need to boost your practice's growth.

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You Can Count on ChiroTouch

The completely integrated chiropractic software for all your practice needs.

Book a demo