



**Chiro8000**  
patient relationship software

VERSION 13

*Differentiate Your Practice*

Billing • Scheduling • EMR/EHR • Marketing • Management • Collections • Patient Education • Human Resources

## Chiro8000 Version 13:



## A New Class of Healthcare Software



Differentiation in business is what you strive for. Your patients choose you instead of the doctor down the street because you offer them something they do not. It may be a different technique that provides better results, your personality and style, your wellness approach to health, the value you offer, the equipment you use, or even your location.

For too long the software in your office has been something you have used only because you need to. Billing software is required to get your insurance claims paid and your patient statements out. You may use practice management software to schedule appointments, record basic notes, and organize your patient data for mailings and record-keeping. In essence, billing and practice management software is used only to maintain your business. Granted some software may be easier to use, more customizable, and more aesthetically pleasing than others. However, in the end, billing and practice management software is not designed to set your practice apart or grow your new patient volume.

Forté Holding's latest release of the Chiro8000 is changing that. The Chiro8000 is an entirely new class of application: Patient Relationship Software. Your relationship with your patients is the key to your success. You need your patients to view you as reliable, caring, relevant, and unique. The use of Patient Relationship Software will accomplish that. The Chiro8000 is the first software to offer a true connection for the areas of billing, scheduling, office management, marketing, EMR/EHR, communication, patient education, collections, and human resources. The Chiro8000 product line will maintain and enhance the efficiency of your practice as it assists you in growing your patient volume. It will also set your practice apart in a way that your patients will notice.

This brochure is designed to give you a sense of what the Chiro8000 can do for your practice. It discusses how we are different from the competition, how the software is made, our unique software logic, the different levels of the software, and the core features of the application. We hope you find the information useful and that you will take the next step in differentiating your practice from the rest!





## Our Differences Make Your Practice Stronger

Business differentiation is important for us as well. The Chiro8000 is designed with one thing in mind -- What can we do to make your practice better? Here is some of what sets us apart.

- **The Chiro8000 is Chiropractic software at its core.** Chiropractic is where we started and where most of our research and development time has been allocated. Many other systems were either MD or accounting applications that were altered later on. Chiropractic requirements are unique and at Forté Holdings we make sure our products reflect these needs.
- **We listen to the opinions that matter – yours!** Over 200 Chiropractors nationwide are members of our User Feedback Committee. Rest assured that doctors are driving the direction of your product.
- **Our technical support is a true area of difference.** Low hold times and knowledgeable technicians who speak plain English, not “computerese.” If you choose we can also log directly into your system to assist with a “hands-on” approach. All new purchases come with toll-free, 24/7, live-person technical support.
- **The technology we use is the same as many Fortune 500 companies.** Our phone system was recently upgraded to offer the unique Call-Back-In-Queue feature. When you call in for technical support, the system can hold your place in line without you waiting on hold. A few minutes later when your turn comes up, our system calls you back and you have a technician waiting on the phone. We also use the leading CRM system on the market (SupportForce) for all of our client communication and case management. This enables us to ensure your issues are resolved in a timely manner.
- **Our products are Microsoft® certified.** This gives you piece of mind that our products meet the strict development standards set and maintained by Microsoft®. It also gives you security that we stay up-to-date with the latest in technology. It also speeds up training time as the Chiro8000 has a very familiar look and feel to many popular Microsoft® products.
- **Customer Service.** This term is often thrown around in business. Customer Service is something we make a top priority and we have two simple ways to prove it is a reality for you. We are a Better Business Bureau Accredited Business and are proud to maintain our A rating with them.
- **We are in business, but not solely for the purpose of profit.** A percentage of all new sales is donated to charitable causes and we have a long list of organizations that we support. We are also a climate smart and a carbon neutral company in order to make an environmental difference.



## How We Make Our Software



The development process for the Chiro8000 is a rigorous one. We give extra special attention to design quality. This enables us to fine-tune product designs, ensuring they are technologically sound, easy to work with, and aesthetically pleasing. The application was built using the Microsoft .NET framework and SQL Server Desktop Engine as its embedded database. Our 3D patient education animations are created in Maya using the same technology used to produce many blockbuster Hollywood movies such as Spider-Man, Star Wars, The Matrix, and The Lord of the Rings.

The Chiro8000 comes in 3 primary editions. They are the Professional, the Propel, and Premiere. By offering the software by level, it allows us to offer you the best products at the best value. It prevents you from being nickel and dimed to add individual features as you go. This enables you to purchase the level you need today without penalizing you for practice growth in the future.



*not just tech support,  
total practice support.*

Forté Holdings brings a fresh look at supporting your practice. We offer extra included services and incentives that go well past typical call center support. Every new purchase comes with limited-time free membership to Forté360.



### Support Basics

- **Unlimited technical support usage** - call as many times as you need to with no cap on the number of calls you can make.
- **Toll-Free phone number** - call on our dime, not yours.
- **Access to our live-answer call center** - you are not calling someone's pager or leaving a message in a general mailbox.
- **Option to use our call-back-in-queue feature** - on busy days, the system can hold your place in our support queue without you having to stay on the phone.
- **Knowledgeable technicians who can diagnose and explain the needed resolutions** - they speak plain English, not 'computerese'.
- **Entirely U.S. based representatives** - no language barriers or lousy phone connections.
- **Email support access** - if an issue lends itself to an email more than a call you have that ability.
- **Remote access ability** - some issues simply resolve faster if our techs log directly into your system to fix.



### Product Training

- **Unlimited access to our product tutorial training courses**
- **Priority seating to our weekly web training sessions**
- **Access to basic and advanced technical documentation**
- **Online manuals and quick tip sheets**



Although the Professional Edition is our first level, it is comparable to many other companies' mid-level editions. This comprehensive package centers on managing billing and claims. Store patient information, bill insurance via paper or electronically, print patient statements, and manage accounts receivable. Some of the main features include:

**ANSI 5010 Compliant** – This edition is fully compliant with the 2012 requirements established by The Centers for Medicare and Medicaid Services (CMS).

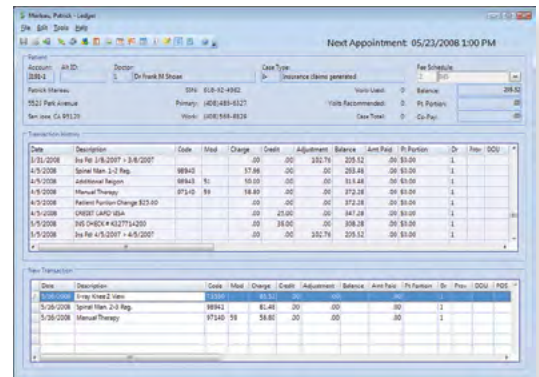
**CMS/HCFA Map** – A guide right in the patient file that allows easy and accurate completion of the main insurance forms.

**Custom Security** – Control each user's access rights with one of three pre-formatted user levels or create your own custom access levels.

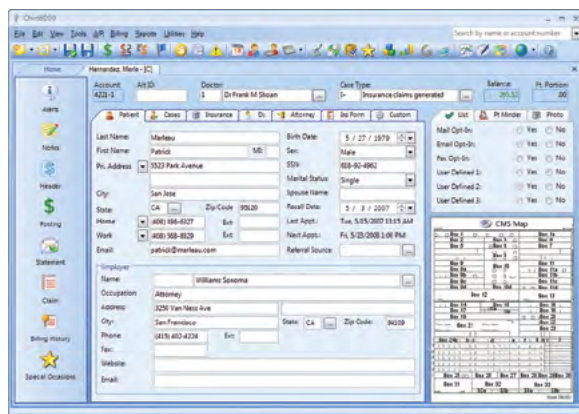
**Multiple Patient Cases** – Conveniently create multiple cases for any patient using a single patient file.

**Inventory Management** – Easily keep up-to-date with your entire clinic inventory, and print purchase orders with this comprehensive module.

**HR Management** – The Professional Edition includes the eTimeClock software by Forté Holdings. It is a timekeeping system that allows employees to punch in and out for hours worked from within the Chiro8000 software. It also tracks vacation/sick time, has an area to keep detailed electronic employee files, and integrates directly with QuickBooks™.

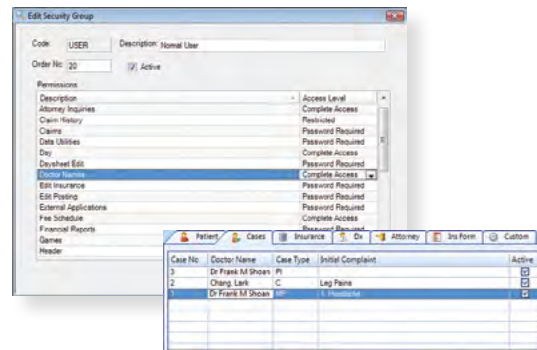


Ledger Screen with Current and History Info



Patient File Screen with Unique CMS Form Map

Security Group Setup Screen



Multiple Case Management



**You're not stuck!** We can convert the data from your current software system into the Chiro8000.



The Propel Edition focuses on practice management from a practical, results based approach. It includes all features from the Professional Edition, and adds the features required to focus on business growth. It has been our best selling edition for nearly 11 years and incorporates a host of features found in software packages that cost twice as much. Some of the main features include:

**Appointment Scheduler** – Create, edit, and manage appointments for all the practitioners in your office. Sort by doctor or by treatment area and easily schedule multiple appointments in advance.

**Search Report Generator** – A powerful search tool that allows you to manage your patient data by creating lists built upon the criteria of your choice. You can view the reports on screen or export to a spreadsheet for further use. It also allows for merged letter and envelope printing.

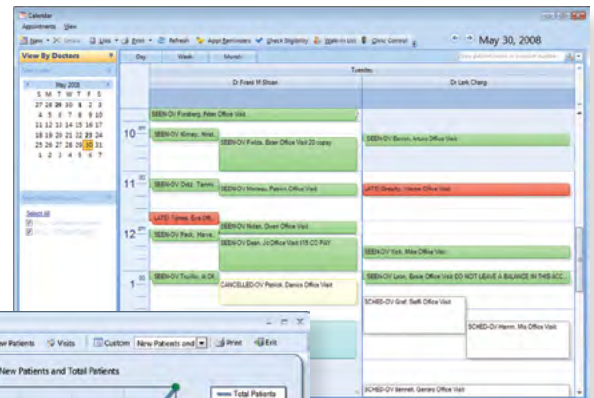
**Special Occasions** – Let the software keep track of patient birthdays, anniversaries, and holidays in order to send cards and special offers to your patients.

**Office Notes** – Easily keep time and date stamped notes per patient. Excellent for staff to keep records of phone calls, voicemails, in-office conversations, etc.

**Non-Patient Data List** – Build your practice without cluttering your database. Enter prospective patient information in this area and commence marketing. Then easily convert them to full patient status once they begin treatment.

**Transaction Report** – Sort posting transactions by date, description, doctor, CPT code, account, and more. You can also use this tool to analyze sales tax collections.

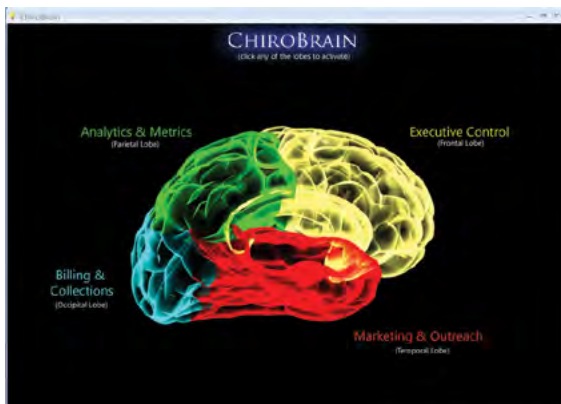
**ChiroBrain** – Did you know that the average user of any software only uses 15-20% of the features in the program? In an effort to increase the percentage of usage, ChiroBrain was invented to bring all the core features of the application into one easy to understand area. The features are categorized into the 4 lobes of the brain according to their purpose. Not only does this make the software more “fun” to use, it also will increase the percentage of features utilized, thereby maximizing your investment.



Appointment Scheduler



Robust Stats & Graphs



ChiroBrain Software Command Center

**You're not stuck!** We can convert the data from your current software system into the Chiro8000.





The Premiere Edition is for the practice seeking the best in notes and documentation. This edition takes all of the features of the other levels and adds a certified EMR/EHR solution. It is widely considered that offices may be required to use an EMR/EHR system within the next few years. Offices that are proactive will realize the financial and time advantages of this investment. Offices starting with one of the other levels know they have a proven system they can upgrade to in the future. The Premiere Edition also comes with items such as 3D Animation for patient education. Some of the main benefits of Premiere include:

**Get More Time** - The thorough and easy to use notes template will save you an immense amount of time. Now you can create more thorough notes in a fraction of the time.

**Achieve Peace of Mind** - Audit protection is one of the largest advantages of the Premiere Edition. Especially in the healthcare industry where Chiropractors are unfortunately more heavily scrutinized, true audit protection is achieved through bullet-proof notes and the ability to avoid accidental over-coding.

**Lower Business Costs** - By offering the option to go paperless, it reduces business costs by reducing miscellaneous expenses as well as improving efficiency. Doctor and staff errors are reduced and patient satisfaction is higher.

**Better Patient Care** - This of course is the goal of Patient Relationship Software. Allowing you to stay better in-tune with your patients by seeing their history in one easy to use centralized location.

**Patient Kiosk** - This edition comes with an automated patient check-in with the Patient Kiosk Center.

**Certified Software** - The EMR/EHR package meets the government software guidelines for meaningful use requirements. To view our certificate please visit our website at: [www.chiro8000.com/certification](http://www.chiro8000.com/certification).

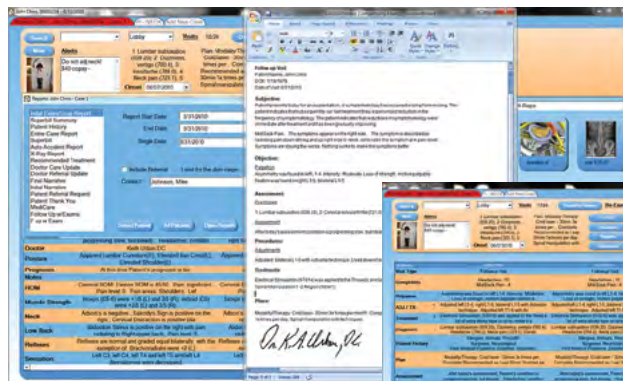


Ground View Torso Animation

**3D Patient Education** - The unique 3D animation DVD designed for your patient waiting areas. Use it to market to new patients and show the cutting edge aspect of your practice. Use it to give patients an “inside look” of their injuries or conditions. This is a marketing, differentiation, and business growth tool to take your business to the next level.



3D Subluxation



Patient Report Generation



Electronic Travel Card



**You're not stuck!** We can convert the data from your current software system into the Chiro8000.



# Chiro8000

patient relationship software



## Client Testimonials

"Thank you for caring enough about your clients to hire such good, friendly, and courteous employees." - *Dr. Richard, California*

"Technical Support has been most helpful in identifying our challenges and providing us with solutions. They have excellent communication skills, so that I can clearly understand the course of action to take." - *Dr. Wade, Missouri*

"The Technical Support staff is prompt and very knowledgeable about all of the software capabilities. I would recommend your software program to any company, big or small that wanted to excel and utilize the latest technology available." - *Dr. Peggy, Kansas*

"...Within four months I began to use the program with increasing speed and I was no longer dictating for a transcriptionist. By making this transition I have saved \$1200 to \$1500 per month in transcription fees and have cut two to four hours a day off my schedule because I no longer have to edit and print the transcriptions..." - *Dr. John, Maine*

"I am often at meetings with doctors and staff where office issues are discussed and have always spoken highly of your system. I have even gone to offices in neighboring cities to get their staff going on the system." - *Dr. Siri, California*

"I am amazed at employee efforts to make sure that all of my questions are answered, and should I need further assistance, that my call would be welcomed." - *Dr. Patricia, Georgia*

"Having seen the other alternatives on the market and comparing them to your software, it is very clear that nothing comes even remotely close to its user-friendliness, features, and most importantly reliability." - *Dr. John, New Jersey*

