



CASE STUDY

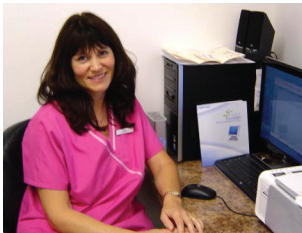
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Coast Chiropractic

Kelly Hartman – Office Manager

When Kelly Hartman of Coast Chiropractic, was asked what she would tell new Chiro8000 users, her words were simple...“Put the CD in and be amazed!” When Kelly first started her search for new practice management software, it wasn’t because she decided it was time for a change. She had been using the same software for 17 years when it suddenly crashed leaving her in a panic to get a replacement in time to bill some claims.

“It’s like driving a pinto then buying an Escalade.” Says Kelly. The practice has gone from doing all paper processing since their opening in 1986, to their first computer purchase in 1991, and finally their transition to Chiro8000 in 2008. Starting with just 2 staff members dealing with the daily grind of charts, transcriptions, referral letters, insurance claims and paper notes isn’t a walk in



“The Customer Service is amazing!”

- Kelly Hartman, office Manager

the park. Switching software companies isn’t always the easiest process. Finding a company with the product you want, deliberating over features and pricing then making your selection, waiting for the order to come, and dealing with a possibly complicated learning curve. Not for this family owned practice. “I came into the 21st century within 5 days and I look forward to coming in and working on my system every single day!”

Often times the most difficult part about finding the right software company is finding one that produces software geared around the flow of a Chiropractic office. “You don’t have to know anything about medical billing to use this software, it will teach you...” Since their switch to the Chiro8000 software, Kelly and Dr. Hartman haven’t had to increase their staff to keep up. Even with frequent visits from existing patients and a steady stream of new patients, they’ve been able to stay ahead of the game and spend less time processing paperwork and more time enjoying their home life.

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“I feel like I’m calling my teammates...and I know we’ll be exchanging Christmas cards.” Kelly feels close to Forte staff members when she’s able to call and get her questions answered by friendly and intelligent staff members. “The Customer Service is amazing!” With products and service like this there’s no doubt any clinic can reduce the amount of money they spend while increasing the amount coming in.

So while making a change isn’t always easy, finding the right software and making the switch doesn’t have to be a challenge. “What the 21st century has to offer is so much better with your company.”