

acomHEALTH

2020 ULTIMATE GUIDE TO

Chiropractic Software



Growing revenue and saving time are consistently two of the top goals for chiropractors and office managers. Chiropractic EHR software is one of the best tools you can use to get there.

With high-quality software, not only will your chiropractic practice increase monthly cash flow and productivity, you'll also better protect patient information... and yourself. But with all the options out there for chiropractic EHR software, where do you begin?

Here's a complete guide that'll help you know more about chiropractic software, what types of benefits you should expect, and the best way to choose your provider.

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Benefits of Chiropractic EHR Software

There are plenty of benefits you'll gain from chiropractic EHR (electronic health records) software in the clinical setting – far above and beyond the obvious, which is to better access data. Most importantly, it helps improve patient care. Consider these advantages:

- Eliminates 90% of the paper in your office
- Provides instant access to clinical data from anywhere at any time
- Increases efficiency and maintains consistent workflows
- Reduces medical errors
- Ensures patient confidentiality
- Provides stronger support for clinical decision-making
- Improves patient notes
- Features preset and customizable templates and charts
- Sends automated alerts for missing documentation
- Protects charts from fire, theft, flooding and natural disaster
- Makes scheduling easier and trackable – for your practice and patients



In addition, with technology constantly changing and improving, web-based software grows as you grow, and you don't have to deal with maintenance or worry about making updates.



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Top 9 benefits of Chiropractic Billing Software

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How Chiropractic Software Changes Daily Tasks

The benefits of chiropractic software translate into more efficiency, higher productivity, and smoother processes. Compare what daily office activities are like without it.

Paperwork

✗ Without Software:

DCs and office staff spend hours sorting, filing and sifting through piles of paperwork. Documents are lost, misfiled or damaged, and they take up valuable space in your office.

✓ With Software:

The time you save in managing paperwork can be spent with patients. Data is safe from theft, accidents or natural disaster, and files are accessible from anywhere at any time.own.

Efficiency & Workflow

✗ Without Software:

Data entry and daily tasks are tedious and time-consuming. The chances are high for typos, incorrect information or incomplete paperwork. Claims are often filed late, inventory isn't tracked properly, and staff experience unnecessary levels of stress and frustration.

✓ With Software:

Processes are streamlined for things like capturing complaints, presenting patient histories, reviewing symptoms, scheduling, creating comprehensive SOAP notes, and tracking compliance. Typos are reduced, and forms and intake information is correct from the get-go - thanks to online patient check-in capabilities.

Patient Check-In & Retention

✗ Without Software:

Patients must check in manually at the front desk, which often leaves other patients waiting in line. Staff spends extra time verifying information, calling or sending appointment notifications, and it's cumbersome for patients to schedule, reschedule or confirm appointments.

✓ With Software:

An appointment reminder system that uses SMS text and email messaging will improve attendance and responses. Patient kiosks allow for check-in and other tasks to be completed without holding up other patients. It allows for detailed scheduling with accurate data, and helps keep patients on track, which improves the recovery process, and levels of care and satisfaction.

Tracking & Reporting

✘ Without Software:

Charts, orders, appointments, referrals and imaging must all be collected and filed together, which requires valuable time and organization. Paper and supply costs add up, and internal processes are needlessly complicated and tedious.

✔ With Software:

All related documents and records can be stored in a secure, digital environment with secure backups. Records and reports can be accessed by staff at any time, and history, appointments, patient information,

Billing Process

✘ Without Software:

Human error drastically reduces paper billing efficiency, especially if your client volume is high and you have multiple people at the front desk or managing patients. Claims aren't always filed on time, it's hard for staff to determine the billing status for each patient or visit, and unpaid bills stack up.

✔ With Software:

Customized billing solutions and reporting protects your practice from costly billing mistakes. Staff can reconcile accounts quickly and more efficiently, and software automatically checks forms for complete and accurate data.



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How Not Having an EHR System is hurting your practice

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Benefits of Cloud-Based Software

While no chiropractor enjoys contemplating worst case scenarios for their practice, it's important to know how you would be affected by things like natural disasters, power outages, data breaches, electronic failures or computer meltdowns. Would you be able to recover?

Chiropractic offices that rely on in-house servers are particularly vulnerable and at risk, because data takes much longer to restore - if it can be restored at all. At the very least, cloud-based chiropractic software solutions from reputable companies provide peace of mind. That's because they are:

- *Safer*
- Designed with the most advanced technology
- More secure, with banking level encryption
- Updated as soon as new developments are available
- Stored in a HIPAA-compliant data center



Additional Top Benefits of Cloud-Based Chiropractic Software

1 Seamless Operation.

If your current primary server stops functioning and isn't cloud-based, your entire practice will grind to a halt, and you'll lose valuable time and money. With a chiropractic software server host, your current software and data will be transferred to a web server located in a remote, HIPAA-compliant data center. In addition, a secondary redundant server that runs parallel to your system will be maintained. That means that if your primary server stops functioning, the redundant server will automatically go live.

2 Reduced Costs.

You won't have to purchase or install a local server within your practice if you use cloud-based software. You'll also avoid pricey maintenance service calls, and the constant worry that comes with system updates and proper back-ups. That's because updates are made within the cloud, and data is backed up securely and effortlessly every day.

3 **Less Maintenance.**

Speaking of avoiding pricey maintenance service calls, if your information is being managed by a software provider and stored in a data center, it will be protected from viruses. In addition, you'll never have to worry about Windows updates, backing up data, upgrading IT equipment, updating operating systems or scheduling server maintenance. Software and data management partners will back-up your practice data every single day, ensuring that you'll have all your records intact, even if disaster strikes.

4 **Limitless accessibility.**

Having the ability to work from remote locations is priceless. Cloud-based software allows doctors and administrators the ability to have secure, 24/7 access to your software from anywhere via the internet. This enables worker flexibility and results in higher productivity.

5 **Support Services.**

If your in-house server and system experience a glitch or crashes, you're going to have to call for help. Your business day will spiral out of control, and you'll be picking up the pieces dealing patients, rescheduling appointments, and managing damage control. Additionally, concerns like training, licensing and system security will come into play. By utilizing hosted servers, cloud storage and a reputable software management company, all of those time-consuming hassles become someone else's problem.

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How to Choose the Best Chiropractic Software

Finding the right chiropractic software that works for your practice can be daunting, especially if you're implementing one for the very first time. Software solutions vary, offering a wide range of features and benefits. The key is finding the one that is the most suitable for your practice size and needs. Here are steps you can take for choosing the software and vendor that's right for you.

STEP 1: Define Your Needs

Chiropractors, office managers and other staff should have collaborative discussions about chiropractic software, and the must-haves for the team, both collectively and individually. Some things to consider:

- Current operational challenges that impede your daily function
- What you need your technology to achieve
- Specific functions to improve efficiency, i.e. customizable templates or patient notifications
- Top priorities, like a faster workflow or more efficient billing process
- Long-term and short-term goals
- Minimal software requirements
- A comfortable budget and price-range



STEP 2: Company Track Record

As you start your research, develop a list of reputable software providers with an established track record in the industry. There are plenty of EHR software companies that offer products for medical professionals, but look for a partner that specializes *specifically in chiropractic solutions*. Ask other chiropractors for recommendations and suggestions before you get started. But look for more than just software. Rather, consider companies that you can trust, and that foster strong client relationships. In addition, ask company representatives to provide references from current clients who are using their products and services.

STEP 3: Evaluate Training & Additional Services

Acquiring new chiropractic software is one thing, but actually understanding it and learning how to utilize all of its features is another. Your new investment needs to also come with a comprehensive training package. Here are some important questions to ask:

- How many hours of training are included?
- Will the training be live or remote?
- What type of training documentation and tools are provided?
- Will you be assigned a dedicated project manager to oversee the software transition?
- Will the company provide a chiropractor assigned to support the doctor's training and implementation of EHR?
- If additional training is needed, what is the rate?
- Are there any hidden fees that will be charged later?

STEP 4: Demo To-Do List

Once you've narrowed down your potential chiropractic software providers, schedule a demonstration with each one. Before your meeting, create a list of questions to have ready. This will help utilize your time more effectively and ensure that you're asking the same questions from each company for a thorough comparison. In addition, present different scenarios that are common in your practice, and ask each representative to address how they would be handled in terms of services, software and support. Include key team members for the demos, and ask for their participation and feedback. Compare and contrast at least three to five potential providers before making your choice.

STEP 5: Explore Additional Options

The right chiropractic EHR and practice management software can transform your business, streamline your internal processes and help grow your business. But realize that some providers offer more than just software, and it's good to know about their full line of services in case you decide to go beyond software. As mentioned above, training is crucial so you can utilize all that the software has to offer. But partnering with a provider with additional business support and services could help take your practice to the next level. For instance, chiropractic billing services can maximize insurance reimbursements and ensure immediate billing. If there is also a dedicated insurance billing team available, you'll receive insurance payments from government and commercial payers much quicker. You might even find a provider that offers their chiropractic EHR and practice management software for free if you use their billing services.

STEP 6: Evaluate True Costs

Avoid making hasty vendor choices based on costs alone. Some providers tout lower fees up front, but then build in additional costs for the same basic services that other companies include in the initial package. In addition, the cheaper initial rates could be more costly in other ways, like a lack of support, capabilities or benefits. Also, a cheaper but less experienced company might not have the capabilities to deal with changes in government regulations, codes or requirements. Measure the cost against the value, and look at long-term benefits and savings.



Final Considerations

Our ACOM Health team of software and billing experts know that choosing the right provider can be difficult. We have seen first-hand how the decision can impact their practice. We regularly work with new clients who previously did not have EHR software at all, and see how it actually hurt their practice, because they:

- Were not getting any type of support
- Did not have scalable software
- Did not have customizable options
- Were losing money every month in unpaid claims

Once they experience how our ACOM Health RAPID software transforms practices, streamlines their processes and helps grow business, it's hard for them to imagine how they ever functioned without it. We'd love to help you navigate your chiropractic software decision.

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We're Here to Help

Contact us today to request a demo and learn more about our services:

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