Seven of the Biggest Misconceptions About Cloud-Based ChiroTouch — Debunked

Seven of the Biggest Misconceptions About Cloud-Based ChiroTouch — Debunked

Table of Contents

If you're a chiropractor considering a switch to cloud-based ChiroTouch, you might have stumbled upon some misconceptions about cloud-based ChiroTouch that have you second-guessing its benefits for your practice.

Based on feedback from new and long-term users of ChiroTouch, we've learned what matters most to our customers. So for the past two years, our development team has been improving features and adding new functionalities, benefiting over 36,000 providers.

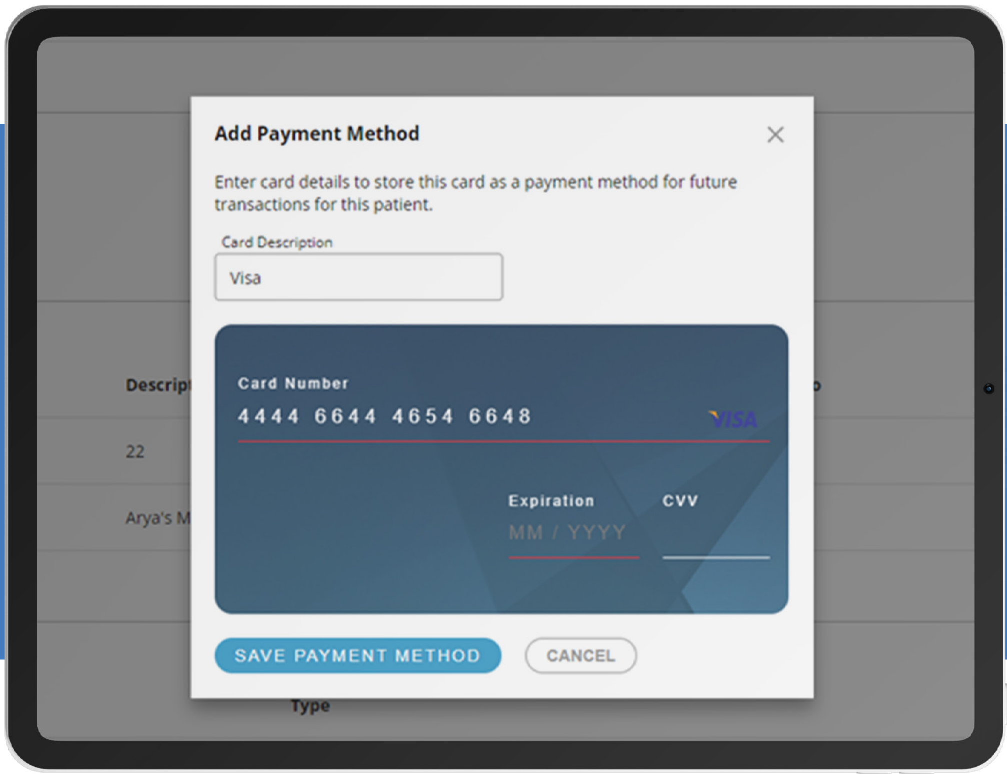
Let's bust some myths about cloud-based ChiroTouch! From billing misconceptions to security worries, we're setting the record straight. We'll provide you with the facts so you can make the right choice for your practice.

Debunking Cloud-Based ChiroTouch Myths

We understand that a few customers haven't had the seamless transition to our cloud-based ChiroTouch that we aim for. To clarify things, we're addressing the following seven misconceptions about our cloud practice management solution to give you the real story:

1. I heard from a friend that the billing doesn't work.

ChiroTouch offers a cloud-based billing system that easily fits into your practice management software. It takes the hassle out of repetitive tasks and cuts down on manual data entry. Its efficient billing process has convinced 55% of practices to move from other systems to ChiroTouch. So, how does ChiroTouch make billing smoother?



- **Automated payment processes.** With ChiroTouch, you can solve payment challenges by automatically posting to patient accounts, reducing errors. 83% of users have noticed improved payment processing after adopting the system. The software also sends payment reminders through various channels, such as email, SMS, or patient portals, ensuring that patients are consistently reminded of their balance payments and helping to minimize delays.

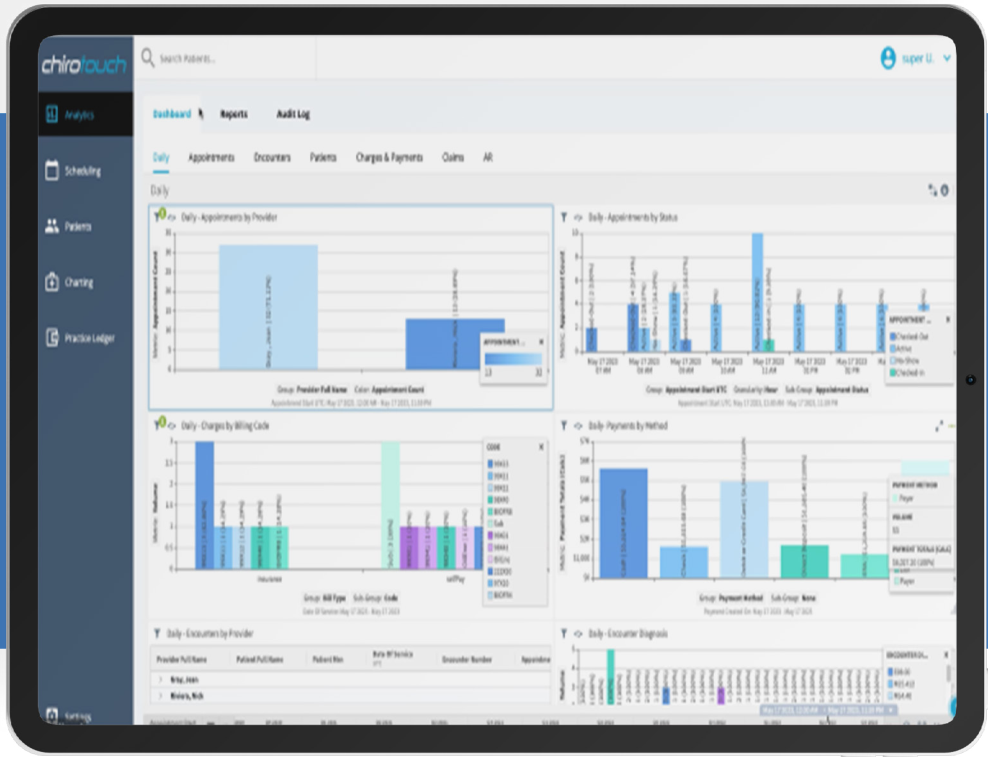
- **Flexible payment options.** ChiroTouch supports a variety of payment methods, including swipe, chip, Apple Pay®, and Google Pay, as well as phone and online payments. Patients can use secure online portals to view their balances and make electronic payments. There's also an option for patients to establish automated recurring payments, ensuring they consistently meet their fee obligations.

- **Fully integrated systems.** ChiroTouch eliminates data silos, enhancing collaboration between providers, CAs, and billers, and merges claims management with an insurance clearinghouse, streamlining the process for faster insurance claims. It also promotes a seamless flow of data between different modules, including an automatic update of patient data in the billing module.

- **Separate case types.** With ChiroTouch, providers can access all patient accounts from a single location while maintaining data for each case type. This distinction simplifies the tracking and reporting processes for different billing categories, such as Medicare chiropractic versus private insurance. This organized data tracking enhances the efficiency of the billing workflow.

> "I used ChiroTouch for years and looked at other software to change to. That process led me back to ChiroTouch as the most complete and user-friendly for doctors, front desk, and billing. I am a three-doctor office, and a lot of software just does not accommodate multiple doctors like ChiroTouch does."
> **— REESE CHIROPRACTIC**

2. I heard the cloud version of ChiroTouch doesn't have any reports.



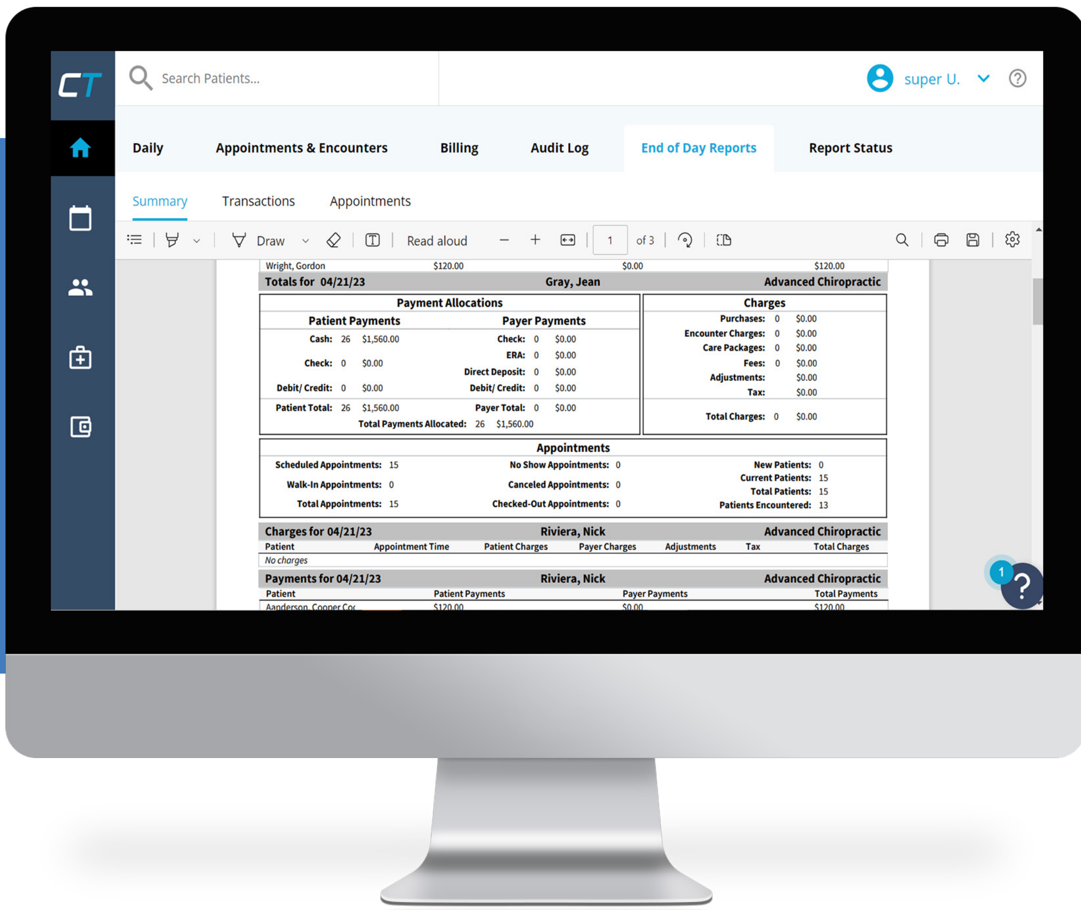
ChiroTouch's dashboard is a one-stop solution for creating tailored reports covering various aspects of your practice, from inventory and provider performance to patient progress and earnings.

These reports provide insights into potential improvements, like enhancing patient satisfaction or cutting costs. Curious about the types of reports you can get with ChiroTouch?

> "ChiroTouch is the best that I have used. It saves time and generates reports that I use to keep track of our business. It's been a time saver for our office."
>
> **— ARMANDO ESQUIVEL, CHIROTOUCH USER**

End-of-day (EOD) reports. ChiroTouch's analytics and EOD reports offer a clear snapshot of daily operations, highlighting revenue, expenses, and visits. With its cloud-based dashboard, providers can easily track charges, payments, and key indicators in real time.

These insights, displayed through charts and graphs, help identify areas of improvement, enabling better decision-making for optimized practice performance, enhanced patient care, and financial growth.



- **Traditional static reports.** ChiroTouch's Traditional Static Reports offer fixed-format end-of-day summaries in PDF form. These provide a quick glance at the day's financials, patient appointments, and how efficiently the staff worked, making it easy to review and assess daily operations.

- **Collections and productivity.** The Collections & Productivity report makes managing finances a breeze. It helps you keep track of revenue, ensures providers are paid correctly, and quickly identifies patients with overdue payments. This tool streamlines financial tasks, ensuring a smoother operation for your practice.

- **Accounts receivable.** ChiroTouch's Accounts Receivable feature identifies patients who might fall behind on payments, allowing you to take early steps to prevent defaults. It's an essential tool for maintaining a steady cash flow and fostering patient financial responsibility.

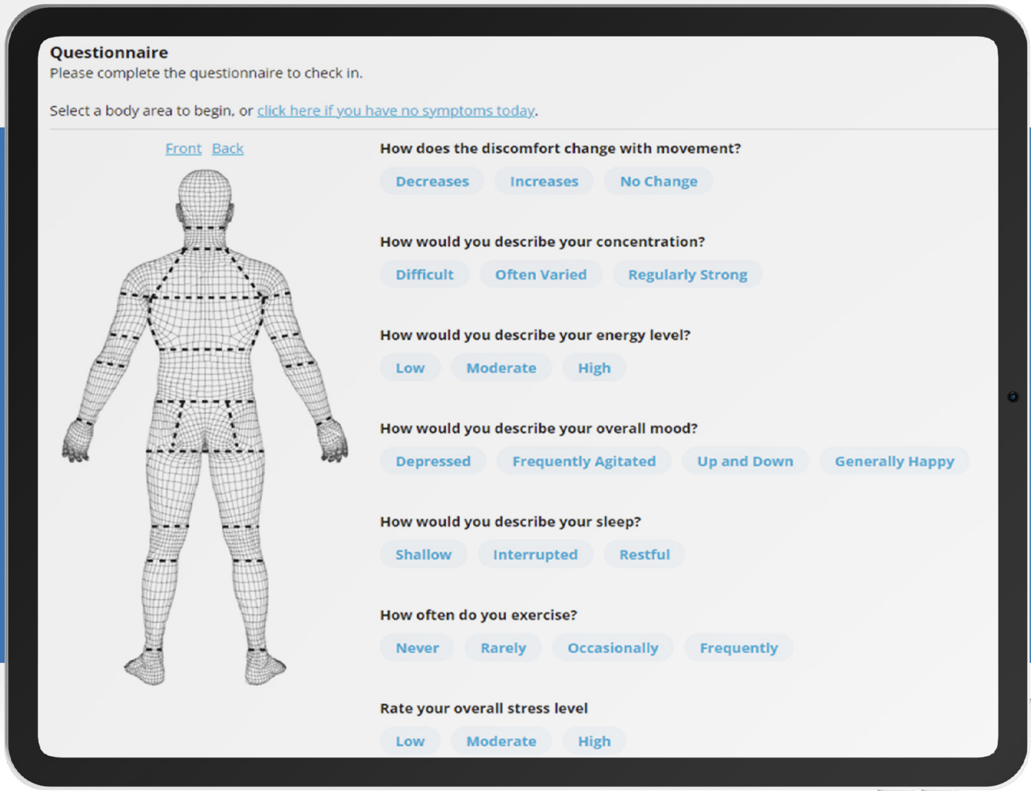
- **Liability & deduction.** These reports help you monitor write-offs and tax payments. It ensures financial transparency and streamlines the management of potential deductions, keeping your practice's finances organized.

- **Attorney patient info.** Attorney Patient Info reports help with managing workers' compensation cases and tracking injury attorney activities. This feature simplifies balance collection if your practice serves patients involved in personal injury cases.

> "Every business needs very accurate end-of-the-day reports in case they're audited by the IRS — they make the end of the day better for us. I asked if they [ChiroTouch] were going to have the closeout reports. They said yes, we will, and they did come through with their promise."
>
> **— ARMANDO ESQUIVEL, CHIROTOUCH USER**

3. I heard the new version of ChiroTouch doesn't have self-check-in for the patients.

Self-check-in with our cloud system is simple — no app needed, just a web-based setup. It's all integrated, streamlining patient intake and form submissions. Patients use their name and birth date to check in, and thanks to recent feedback, we've added a handy PIN option to make things even smoother.



Some of the other patient intake features we've integrated into cloud-based ChiroTouch include:

- **Digital patient forms.** ChiroTouch's digital patient forms make the intake process smooth and paperless. From the get-go, patients can fill out their initial details, learn about safety protocols, and sign consent forms — all digitally. It's a hassle-free start that saves time for both patients and the practice.

- **Subjective questionnaire feature.** This feature adds a personal touch to patient check-ins. Your practice can create unique questionnaires for each visit, immediately capturing patients' specific concerns.

When patients self-check in at their appointment, they'll detail their symptoms, pain points, and any changes in their condition. This direct input feeds straight into their charts, making documentation quicker and more accurate for chiropractors.

- **CT InForms ancillary feature.** CT InForms is a ChiroTouch add-on that improves the check-in experience by integrating customizable intake and feedback forms. It's built into the ChiroTouch system, syncing seamlessly with patient data and using cloud technology for easier access.

  Your practice can tailor consent and safety forms, dispatch them via secure, HIPAA-compliant email and SMS, and send satisfaction surveys. This digital approach cuts down on administrative duties and increases the efficiency and convenience of the patient intake process for better patient satisfaction.

★★★★★

"CT [ChiroTouch] actually runs my office from scheduling to billing to chart management. I absolutely love the cloud capabilities that allow me to work from anywhere, both inside and outside of my office."
— **DR. MIKE (A 5-STAR CAPTERRA REVIEWER)**

4. I heard that you have to use Change Healthcare Clearinghouse.

ChiroTouch Advanced pairs the convenience of cloud-based practice management with the flexibility of using your preferred clearinghouse services. You don't have to switch to Change Healthcare or any other specific provider, nor do you have to compromise on the clearinghouse you've grown to trust.

With ChiroTouch's advanced feature for billing, CT MaxClear, you can download 837 X12 claims. If your clearinghouse supports secure file transfer protocol (SFTP), you can send claims and receive Electronic Remittance Advices (ERAs) seamlessly.

Uploading ERAs back into ChiroTouch is also straightforward, supporting your practice's billing operations without forcing you to change existing clearinghouse relationships.

Here's how the workflow operates:

- **Direct clearinghouse relationship.** ChiroTouch allows you to keep your established clearinghouse connections so you can avoid the hassle of enrolling with new players. It's about ensuring your practice can continue business as usual without unnecessary interruptions or paperwork.

- **Claims management within ChiroTouch.** ChiroTouch's user-friendly interface enables you to view, craft, tweak, and submit claims easily, turning what was once a complex task into a few simple clicks.

- **Automatic ERA handling.** ChiroTouch automates your insurance remittance workflow. ERAs are sent straight to the system, allowing quick reviews without the manual fuss, speeding up your billing cycle.

- **Secure file transfer.** ChiroTouch offers secure file transfer for ERAs, ensuring that if your clearinghouse supports it, all data moves into the system safely and without a hitch, keeping patient information and financials secure.

- **Handling ERAs with Office Ally.** If your practice uses Office Ally, handling ERAs is straightforward: Simply download, unzip, and upload the files directly to ChiroTouch. It's a few extra steps, but it keeps your practice's billing organized and up to date.

> "I'm over-the-moon happy with the claim scrubbing settings being added. I'm looking forward to the continued updates that expand that capability."
> — **JEREMY GOODMAN, CHIRO & ACUPUNCTURE, INC.**

5. I heard your data isn't safe and it crashes.

At ChiroTouch, we prioritize the security and privacy of your information. Our system operates on Amazon Web Services (AWS), a trusted platform known for its security features. We also have multiple firewalls and cybersecurity measures to safeguard your health information.

We're committed to providing a reliable and secure service for all your practice management needs, from billing and scheduling to documentation.

Some of our customers did experience temporary disruption or latency in August 2023. However, our support team worked quickly to identify and rectify the problem, restoring service to our cloud customers.

Learning from that experience, ChiroTouch has added the following features and resources:

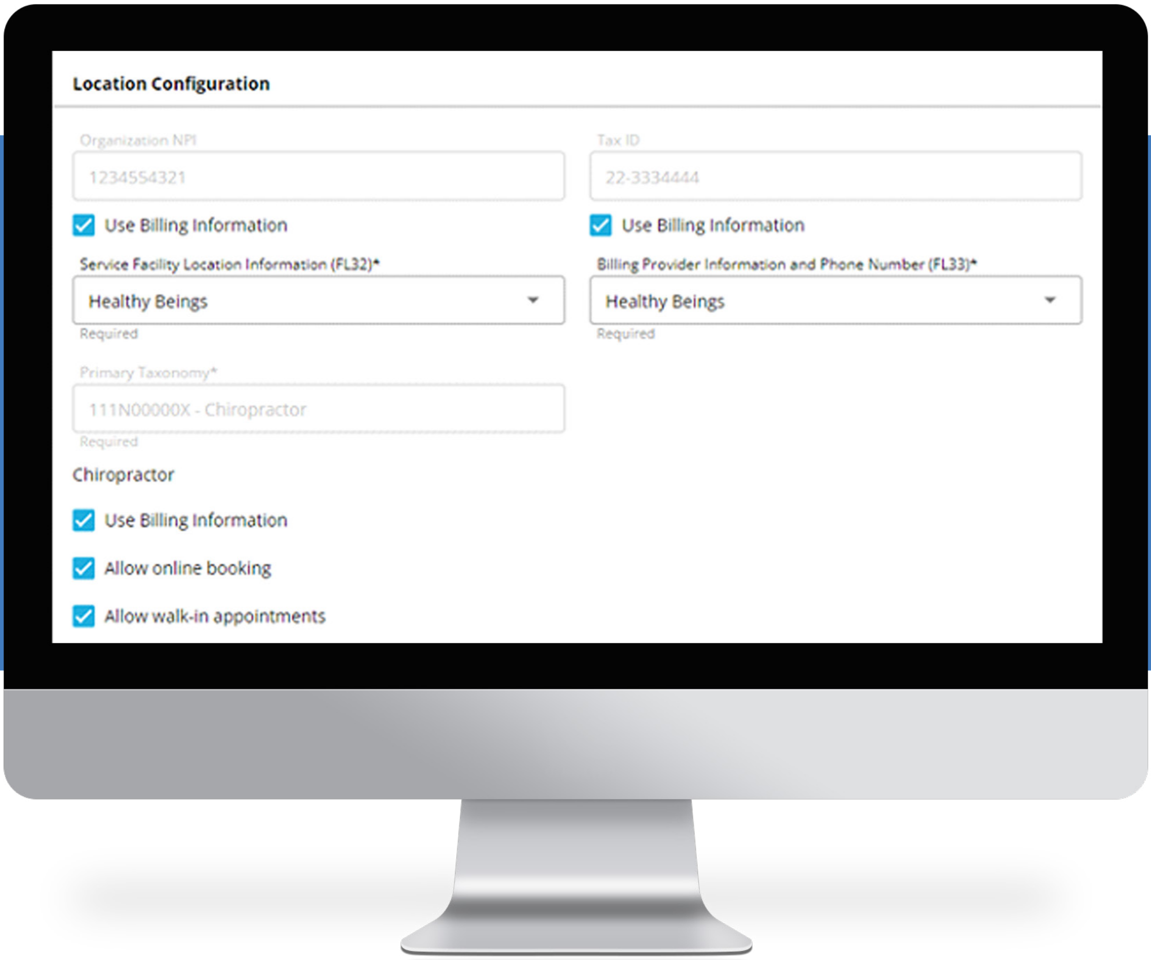
- **HIPAA-compliant backup.** Our cloud-based system is designed to comply with Health Insurance Portability and Accountability Act (HIPAA) guidelines for secure data storage.
- **Multiple firewalls and cybersecurity features.** To further protect your health information, we use various firewalls and cybersecurity features, like two-factor authentication and password-protected sign-ins.
- **Real-time backups and redundant cloud servers.** We offer real-time data backup and have redundant cloud servers to ensure continuous and secure data access.
- **Rigorous penetration testing.** We've invested in thorough security tests to prevent unauthorized access to your practice and patient data.

- **Comprehensive guide to data security.** We offer resources like a complete Guide to Data Security. This downloadable helps you understand how an integrated EHR system can boost your practice's data security, including preventing information leaks and malware.

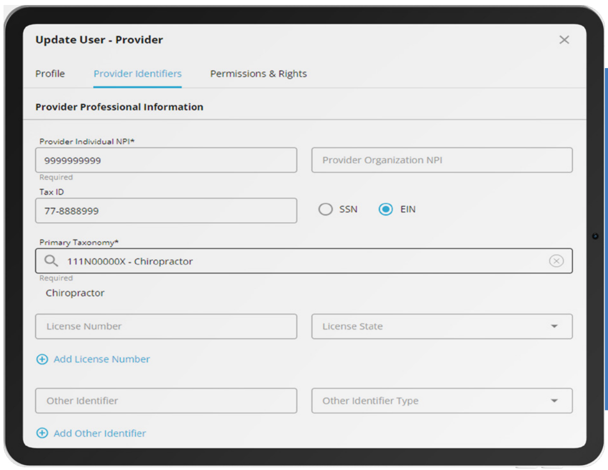
"I love the cloud-based ChiroTouch system. It really cuts down on the expense of server-based systems. And, it can be accessed anywhere you have an internet connection. I would recommend the cloud-based ChiroTouch system to anyone looking for practice management software. ChiroTouch is by far the best system I have ever seen in my nearly 40 years of practice."
— **GREG WHEELER, HAY SPRINGS CHIROPRACTIC**

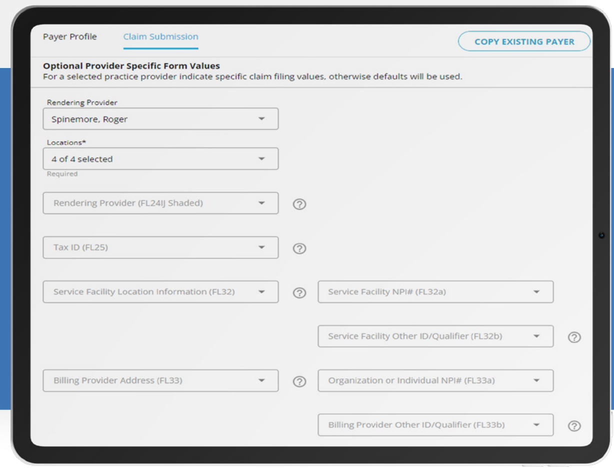
6. I heard you can't have multiple tax identification numbers and locations in one subscription.

Great news! Our cloud-based ChiroTouch solution does offer the flexibility for offices to customize not only tax ID, but also National Provider Identifier (NPI). This solution ensures you can set defaults for the whole practice, but will have the option to customize tax ID and NPI based on how your providers are credentialed, or what your payers require, even when the needs differ across providers and payers.

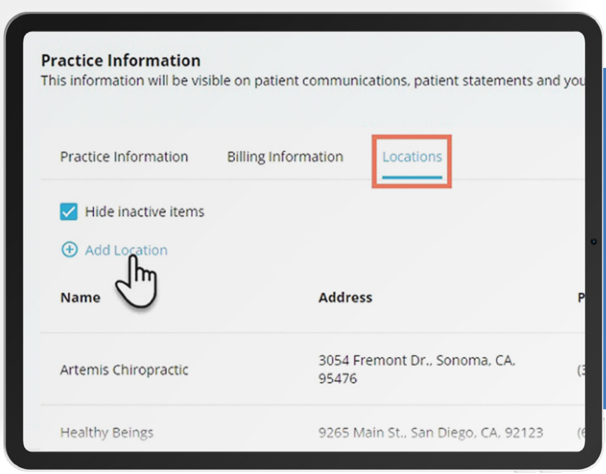


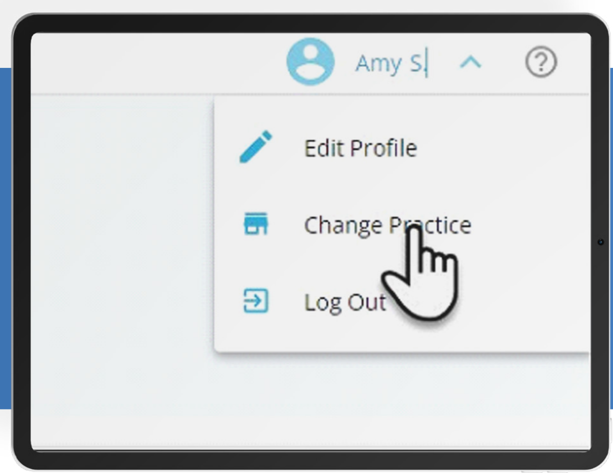
These settings are accessible at the practice level inside each location, at the provider level in the providers profile, and at the payer level in the payer profile.





ChiroTouch also supports multiple locations in the same Cloud account. Those locations will share a patient list, but you can set up an unlimited number of locations. Also, your customization will allow separate business entities to reside in the same Cloud account.





7. I heard the macros are not the same as they are in the server-based ChiroTouch.

Let's explore the available macros in more detail.

ChiroTouch is always working to bring more power to your practice. In chiropractic EHR software, a macro set consists of many small documentation templates that simplify the manual actions taken by a provider to input data in the software. They save time without sacrificing the quality of the results.

Customers using our cloud-based practice management software have two primary options when it comes to macros: EasyTouch macros and BulletTouch macros. You can also import your macros into our cloud-based solutions.

So, if you've spent hours customizing your macros to work in the best possible way for your practice, we've got great news! You can enjoy the same great time-saving benefits using your expertly customized macros. Just export them from your server-based system and import them into your new cloud-based software.

EasyTouch Macros

EasyTouch macros provide cash-only practices with a speedy charting experience to record SOAP notes quickly and efficiently. ChiroTouch's EasyTouch macros are ideal for high-volume, cash-only chiropractic practices. Although this macro feature doesn't ensure compliance for reporting or insurance coding, it works efficiently for practices that only take in-house payments from patients.

EasyTouch macros were created to help reduce the stress and time associated with creating complete chiropractic notes. They allow you to accomplish simple and quick SOAP notes documentation during your patient evaluations.

You can complete your SOAP notes in seconds with these macros, reducing the time it takes you to enter patient notes during a visit. In addition, ChiroTouch's automation features allow you to sync your EasyTouch macros with the practice management patient intake tool to import the patient's intake responses into the subjective area of your SOAP notes.

The EasyTouch macros screen ensures you record the SOAP note elements required by law, including:

- Date of their visits
- Your findings
- Your evaluation of their progress
- Treatments performed

This macro set also meets the minimum legal requirements for your SOAP note required by most state licensing boards. Even when insurance isn't involved, providers are still required to document all patient visits, findings, evaluation on the patient's progress, and work performed during the encounter.

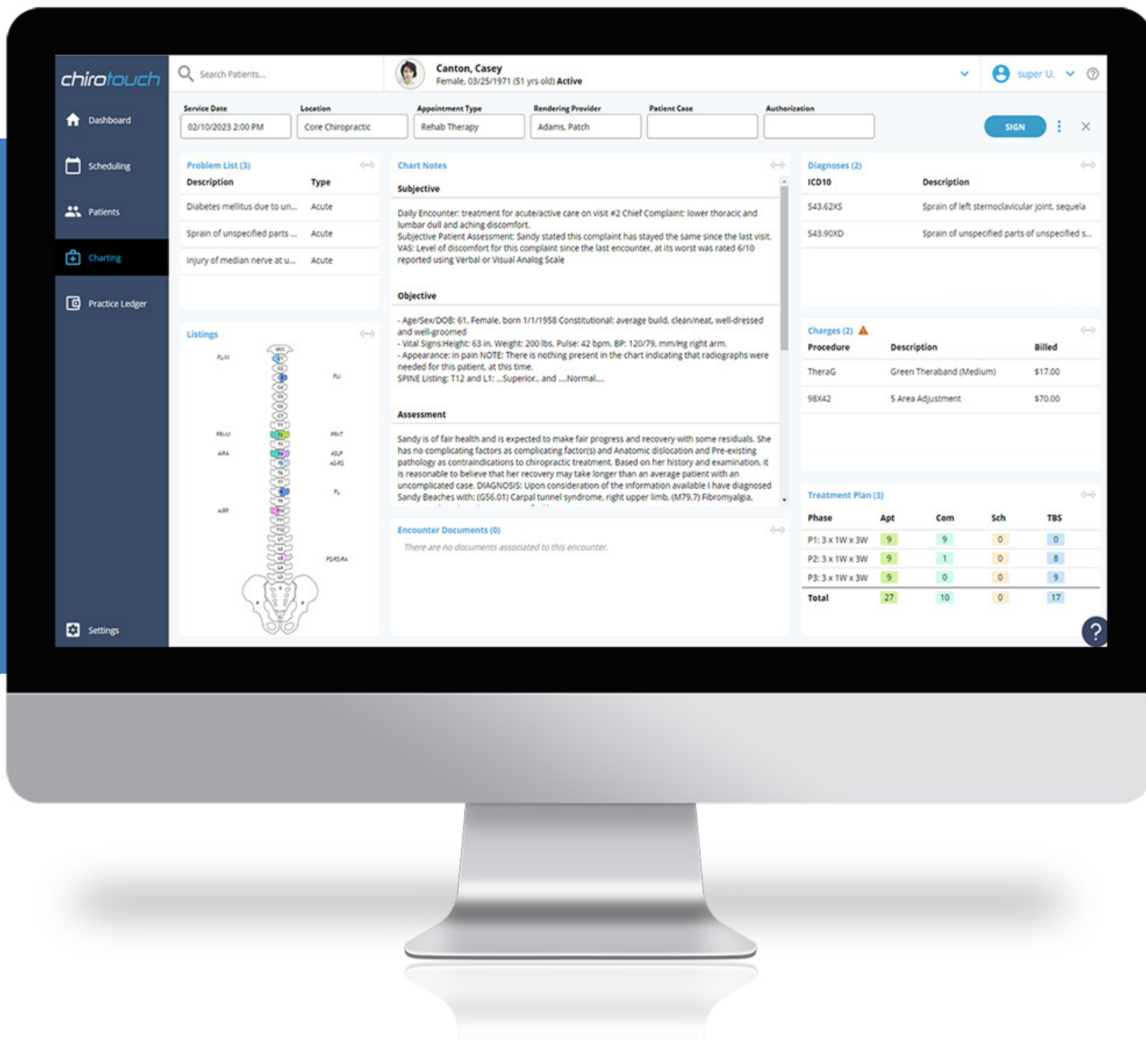
With EasyTouch macros, you can:

- Complete the patient intake, exam, assessment, and treatment plan within minutes.
- Execute daily encounter notes in under 15 seconds — and even faster during follow-up visits.
- Easily complete complex notes on your iPad.
- Accomplish simple, quick documentation.

You can use EasyTouch macros on a handheld device like an iPad to enter your patient notes in under 15 seconds. For example, if you treat a patient for lower back pain, you can go into the SOAP notes screen and click Daily Subjective Complaint. Then, touch the areas of pain on a spinal diagram, then the appropriate treatment from your list of macros, and enter any additional macros that reflect the visit.

BulletTouch Macros

The BulletTouch macros feature ensures third-party complaint notes to reduce errors and boost efficiency. BulletTouch macros from ChiroTouch work the same way as the EasyTouch screens; however, BulletTouch is designed for insurance-based practices. This macro set features help you enter SOAP notes compliant with insurance coding, billing, and CMS reporting.



BulletTouch macros allow you to chart patients in under 15 seconds, during or just after their visit. You can easily customize your macros for your practice and ensure that your SOAP notes meet third-party payer requirements.

With BulletTouch macros, you can use your touchscreen dashboard to select the exact type of patient care you provide and record their intake responses and the treatment provided, complete with chiropractic billing codes. This information automatically syncs with your chiropractic billing system and insurance filing process for a streamlined experience.

BulletTouch Personal Injury (PI) Macro Set

You can also create compliant, robust, proven Personal Injury (PI) case documentation quickly with BulletTouch Personal Injury Macros. Our personal injury macro set represents the most comprehensive documentation system for PI cases.

These industry-leading PI macros have been developed by experts and built to speed up documentation of personal injury cases. Built on the same user-friendly concepts and framework as our flagship macro set BulletTouch, BulletTouch PI supports PI cases with evidence-based research built in to validate your diagnoses and treatment plans.

BulletTouch PI also includes provider assessment commentary and patient education throughout treatment.

We developed BulletTouch PI in collaboration with the Academy of Chiropractic. Dr. Mark Studin, one of the consulting chiropractors during the collaboration, notes that documentation is a big part of personal injury case outcomes. The other big part is the chiropractor's credentials. ChiroTouch's personal injury macros address both.

> "One without the other won't deliver the results you need in a PI case," Dr. Studin shares. "When you're working with anyone in the medical community, be it urgent cares or primary care centers, you need to show evidence for your decisions."

To find out more, watch our on-demand webinar Documentation Method with BulletTouch: Personal Injury Documentation.

Experience the Best Version of ChiroTouch Yet!

At ChiroTouch, we take customer feedback seriously. With a commitment to innovation and growth, we've made ChiroTouch better than ever with security upgrades, new insurance processing features, and reporting capabilities.

See why you can count on ChiroTouch to support your practice and help you provide exceptional patient care by scheduling your free demo today.

chirotouch

You Can Count on ChiroTouch

The completely integrated chiropractic software for all your practice needs.

Book a demo