



USE THE POTENTIAL OF MODERN SOFTWARE

by Claude Cote

The last 10 years have given chiropractic an unprecedented evolution of chiropractic software. Modern software has features you never dreamed of having. Now, software automates your practice. Do you remember about 15 years ago when you could access your bank account on the internet? You could see your balance and all your transactions. Shortly after, you could pay some of your bills online. We were all impressed. Next you were able set up recurring payments on the bank's website, send money to a relative in less than 5 seconds, see all of your credit card transactions, invest money in the stock market, and more. Now banks have added enough automation to their websites to allow you to pay your bills automatically. This makes your life easier and helps you to avoid mistakes such as forgetting to make a payment.

The automation for modern chiropractic software is even more impressive. However, despite the fact that doctors have many of these amazing automated features in their software, their comfort level prevents them from using them. Here are few features that you may have but never use.

Waiting room automated calling system

This is probably the least-used feature you may have available in your software. To use this feature, you provide an electronic sign-in computer in your waiting room area. When a patient arrives he swipes his chiropractic health card in this sign-in computer and the system records

him as being present. Then the automated calling system takes over. From the treatment room computer, the doctor is able to see who is in the office waiting to be seen. When the doctor presses the "release room" button, the waiting room computer calls the next patient and directs him to the available treatment room. The voice used is a previous recording from the CA or the doctor himself. Your CA does not have to maintain an arrivals list nor manage the waiting room. She has more time to talk to patients and educate them. The doctor is in full control of his office flow. Does one of your patients need a special treatment room? No problem, the system knows this and will send this patient to this specific treatment room.

Automatic insurance payments posting with the new 5010 format electronic file

You are probably aware that, technically, billing software needs to generate the new 5010 format to send electronic insurance claims. This new requirement has been in effect since January 1 of this year. I am using the word "technically" because there is a permitted transition period for the enforcement of this new rule. Again, automated software companies have already upgraded their automatic insurance payments posting. An automatic insurance posting will save you many hours of work. If you have it, you should really use this feature. It is a simple function that does a big job. With a click of your mouse, the

function will read your electronic insurance remittance file and then it will update each patient file individually, calculate the patient's new balance, and then prepare the transaction to be resubmitted to the next payer if it qualifies. Your CA will not have to enter any insurance payments that come from an electronic submission anymore. And as a bonus, it is error free. Can you imagine not having any more insurance payments to post in each patient file?

Recurring patient credit card payments

Are you offering care plans to your patients? Do they pay you a weekly, bi-monthly or a monthly amount for their care? If you answer yes to one of these questions, then you should use the integrated credit card processor. Not only will the software process all your patient credit cards but it will also update their financial status in the system as well. You get paid, error free, and save time. Some third party suppliers may be used to process credit cards but there is a good chance that a fully integrated credit card processor will allow you to save money on credit card transaction fees.

The chiropractic profession is very well served as far as software automation. I would say it beats any other health profession, so why not take advantage of all the features available to your practice?

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