

Contact for Health Chiropractic Center saves 10+ hours/week and **introduces AI Front Desk agent**




Meet Contact for Health Chiropractic Center

With two locations in Lenawee County, Michigan, Contact for Health Chiropractic Center is a busy, patient-focused chiropractic practice led by Dr. Daniel D. Spencer, DC, CCSP. With a high daily call volume and multiple locations to manage, the practice depends on efficient, reliable communication to keep patients engaged and on schedule. The team first discovered Adit after connecting with a rep at the Parker Seminar, where they learned about Adit's upcoming integration with the Jane practice management system. The team didn't know that an all-in-one system for chiropractic offices was a real thing. Since they were already actively modernizing their operations, they decided to explore Adit.

Challenges

- Managing patient communication across disconnected tools, including landline phones, office cell phones, and manual follow-ups
- Limited visibility into missed calls, voicemails, and after-hours patient inquiries
- Manual recall processes that allowed patients to fall through the cracks
- Inconsistent outreach for reviews and patient updates
- Front-desk staff spent excessive time tracking calls and messages instead of focusing on patient care

Results

5+	Consolidated communication channels into one platform	10+	Staff saved hours per week	30-45 minutes	Reduced daily call review time
24/7	Achieved call coverage with AI-powered after-hours support		Improved follow-up consistency with automated patient recall workflows		

Part of my responsibility is making sure our patients are taken care of, even when they're not in the office. If someone misses an appointment or falls out of their routine care, we need a system that helps us stay connected. Adit gives us that peace of mind by making patient communication more consistent and less dependent on manual follow-up.



Dr. Daniel D. Spencer, DC, CCSP

Life Before Adit

Before adopting Adit, the team relied on landline phones, a dedicated office cell phone, and manual reports to manage patient communication. Missed calls were difficult to track, voicemails had to be reviewed individually, and staff often relied on memory to identify patients who had fallen out of care. With continuity of care being a cornerstone of their practice, office manager Michelle Spencer knew something had to change.

The way we did things before was clunky and manual, and it was easy for patients to slip through the cracks," explained Michelle. "When you look at the value, the time savings, and the peace of mind it gives us, Adit is absolutely worth it. It brings everything together in a way we didn't have before.

Adit to the Rescue

Adit unified the practice's phones, two-way texting, patient recalls, email campaigns, eFax, and AI-powered call intelligence into a single, centralized platform. Staff can now see missed calls, voicemails, texts, and faxes when they log in and listen to call recordings and review transcripts. Recently, the practice activated Adit's AI Front Desk Agent to handle after-hours calls, route patient questions, and automatically create follow-up tasks. Although this feature is new, the team is already seeing the value AI brings to their front desk efficiency.

From a provider standpoint, knowing that patient calls are handled properly even after hours is huge," said Dr. Spencer. "The AI Agent helps us stay responsive without putting more pressure on our staff.

The Transformation

01 10+ Staff Hours Reclaimed Every Week

By consolidating all patient communication into one system, Contact for Health Chiropractic Center saves over 10+ hours per week across its offices. Staff no longer spend time sorting through voicemails, returning unnecessary sales calls, or manually tracking missed calls.

Between the call transcripts, recordings, and not having to chase down missed calls, we're saving at least an hour a day per office," explained Michelle.

Adit has helped our team work more efficiently," added Dr. Spencer. "Which means we can stay focused on taking care of patients instead of administrative distractions.

02 30-45 Minutes Saved Daily on Call Review

Adit's AI Call Intelligence feature automatically analyzes call recordings and transcripts to provide easy insights into patient sentiment and needs, virtually eliminating the need for manual voicemail review. Instead of listening to every message, staff can quickly scan transcripts and prioritize follow-ups, which reduces their call review time by approximately 30-45 minutes per day and improves overall front-desk efficiency.

Most of the time, I don't even have to listen to voicemails anymore," admitted Michelle. "I can just read the transcript and know exactly what the patient needs. I've only had to actually listen to a few recordings when I needed more context, and that alone has saved us a significant amount of time at the front desk.



Contact for Health Chiropractic Center
Daniel D. Spencer, DC, CCSP®



03 Early Wins with AI-Powered After-Hours Coverage

Although newly deployed, Adit's AI Front Desk Agent is already helping the practice extend communication beyond office hours. The AI answers calls, responds naturally to patient questions, and routes requests by creating tasks for the appropriate staff member.

We've just turned the AI Agent on, but I've already listened to a few of the calls it handled. It's surprisingly human, follows the script exactly, and knows when to route the issue to the right person," noted Michelle. "The fact that it can create tasks for follow-up gives us confidence that nothing is getting missed after hours.

04 Consistent Follow-Up without Manual Work

Automated patient recalls ensure patients who miss or cancel appointments are consistently followed up with, reducing gaps in care and improving peace of mind for both staff and providers.

If patients fall out of care, sometimes they just need that reminder," said Dr. Spencer. Having that automated helps us make sure they're getting the follow-up they need.