



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

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



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.

Challenges

- Managing patient communication across disconnected tools.
- 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.

Solutions

- VoIP Phones** unified call tracking and recordings
- Two-Way texting** for quick communication with patients
- AI Front Desk** Agent for after-hours call coverage
- Call Intelligence** offer call insights and deeper patient communication understanding
- E-Fax** for paperless faxing
- Recalls** for automated patient follow-ups

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		



Chiro



South-Central Michigan



2 offices