

Sanders Chiropractic And Fitness **achieve 90% payment response rates & saves 5+ hours/week using Adit Pay**



Meet Sanders Chiropractic and Fitness

Based in Bainbridge Township, Ohio, Sanders Chiropractic and Fitness is dedicated to helping patients relieve pain, restore function, and improve overall wellness through personalized chiropractic care. Led by Dr. Grant Sanders, the practice focuses on delivering a convenient, patient-focused experience while maintaining well-run operations behind the scenes. Janelle Lorette of Silver Lotus Billing manages billing operations for multiple healthcare offices and has worked closely with Sanders Chiropractic for years. After seeing firsthand how Adit streamlined patient communication and collections, she quickly became one of the platform’s strongest advocates.

Challenges

- Slow patient payments created delays in collecting revenue and impacted cash flow
- Patients often postponed paying balances until a future appointment, which extended the collection cycle
- Staff lost significant time printing, mailing, and following up on patient statements
- Manual billing processes reduced time available for other admin responsibilities

Results

5 Hours/week	Saved more by decreasing manual billing and collections work	24-48 hours	Collected most patient balances of sending payment requests	90%	Achieved payment response rate through text-to-pay requests
	Increased revenue collection speed with faster patient payments		Reduced dependence on paper forms, statements, and manual payment follow-up		

I don't know that I could do what I do without Adit, honestly. It's been an amazing experience. The collection side of it is huge for me, and it's made a tremendous difference in how quickly we get paid.



Janelle Lorette
Billing Specialist

Life before Adit

Before implementing Adit Pay, collecting patient balances required a combination of paper statements, email communications, and ongoing manual follow-up efforts. Patients often waited to pay until their next appointment, which led to slower collection cycles and additional administrative work. For Janelle, managing accounts receivable meant spending valuable time generating statements, answering payment questions, and tracking down outstanding balances.

"I was having to send out paper statements every month," explained Janelle. "I would send out email statements too, and often patients would tell me they'd just pay at their next appointment. It created a much longer process."

Adit to the Rescue

Adit Pay transformed the practice's collections workflow by making it easy to send secure text-to-pay requests directly to patients. Instead of waiting for mailed statements or email responses, patients receive a text message and pay shortly after.

The platform also allowed the team to customize messages, attach statements when needed, and automate much of the collection process. As a result, patients responded faster, and staff spent less time managing receivables.

"That response is huge when I send text-to-pay requests," said Janelle. "Usually I send them out and patients go ahead and pay right away. It's saved me a ton of time."

The Transformation

01 Up to 90% of Payment Requests Turn Into Payments

One of the most considerable improvements came in the speed and effectiveness of collections. After implementing Adit Pay, the majority of payment requests resulted in prompt patient action. According to Janelle, up to 90% of payment requests sent through Adit are paid within just 24-48 hours. This level of responsiveness has dramatically improved cash flow and reduced the need for repeated follow-up.

"I would say up to 90% of what I send out comes back within 24-48 hours," Janelle noted. "The response has been incredible!"

02 Faster Payments and Revenue Collection

Before Adit, patients often postponed payments until a future office visit. With text-to-pay, that delay largely disappeared. Patients now receive convenient payment links directly on their phones, making it easier to pay balances immediately. The result has been a noticeable improvement in revenue collection speed and overall financial efficiency.

"Our revenue has gone up a lot since that feature," noted Janelle. "It's not only about collecting more; it's about collecting faster."

03 Saving 5+ Hours Each Week

Administrative effectiveness has been another major win. By integrating Adit with the practice's ChiroTouch PMS and automating much of the collections process, Janelle has significantly reduced the amount of time



I'm probably cutting out an hour a day, if not more," said Janelle. "It's reduced so much of the manual work involved in billing.

04 Eliminating the Stress of Patient Statements

Janelle believes the biggest operational change has been removing the burden of traditional statement management. Instead of printing, mailing, and tracking statements, the team can now communicate directly with patients through text. The process is faster for both staff and patients and provides greater visibility into outstanding balances.

If you asked what Adit allowed me to stop worrying about, the answer would be sending out patient statements," explained Janelle. "That's been one of the biggest benefits.