



## How a Texas Chiropractic Practice replaced 6 systems with Adit and supercharged efficiency



### Meet the Practice

A Texas-based chiropractic practice is a growing clinic focused on offering high-quality, patient-focused care while upholding operational efficiency behind the scenes. The practice provides whole-body rehabilitation and spinal restoration to improve patients' quality of life, specializing in active therapies, soft-tissue and motor vehicle injuries, post-surgical rehabilitation, sports injuries, and prenatal and pediatric care. With a busy patient base depending heavily on phone access, smooth front-desk workflows, and quick communication, the team eventually began searching for a more streamlined solution after years of juggling separate systems for phones, payments, reviews, and forms.

### Challenges

- Managing phones, payments, forms, reviews, and tasks across 6 disconnected platforms
- Frustration with glitches and flaws in legacy systems like Chiro Touch
- Losing staff time to telemarketers clogging phone lines and missing real patient calls
- Relying on manual task monitoring via spreadsheets with no centralized accountability
- Paying higher combined costs for multiple vendors without unified integration

### Results

2 hours/week

**Saved** by reducing telemarketer calls and streamlining call routing

10-20

**Recovered** important patient calls weekly

2%

**Increased** patient bookings



**Lowered** software costs by replacing multiple vendors with one unified platform



**Centralized** operations across phones, payments, tasks, reviews, and communication

*When we added up everything we were paying between ChiroTouch, our phone company, and other tools, Adit was a much better price, and it did everything they were doing plus more. Having it all in one place just made sense.*

**Practice Owner**

# Life Before Adit

Before switching to Adit, the practice relied on several different platforms to run day-to-day operations. Phones were handled by one vendor, payments by another, tasks lived in Excel spreadsheets, and patient communication tools were scattered across systems. This fragmentation created inefficiencies and made it harder for staff to stay focused on patient care.

*"We had all these services already, but they were just in different places," said the doctor. "Nothing really talked to each other, and that made things more complicated than they needed to be."*

# Adit to the Rescue

Adit replaced multiple disconnected tools with one integrated platform, bringing phones, payments, reviews, tasks, forms, and internal communication together under one roof. Features like call trees helped screen out telemarketers, while built-in task lists and internal messaging eliminated the need for spreadsheets and side conversations.

*"Adit does everything those other systems were doing," noted the doctor. "Plus extra things like task lists and internal communication, and it's all integrated. That's been really helpful for us."*

# The Transformation

## 01 Reclaiming Staff Time with Smarter Call Management

One of the most immediate wins came from Adit's call tree and phone system. By automatically filtering telemarketers, the front desk spent less

time on unproductive calls and more time helping real patients. This alone saved the team approximately two hours per week while reducing interruptions.

*"The call tree has cut down the number of telemarketers calling and clogging up our lines," explained the doctor. "That's probably saved us a few hours a week."*

## 02 Capturing More Patient Calls and Bookings

With fewer spam calls tying up the phones, staff were more available to answer incoming patient inquiries. This meant fewer missed calls and more opportunities to book appointments, resulting in a modest but meaningful increase in patient conversions.

*"If we're stuck on the phone with a telemarketer, we can't answer calls from patients," said the doctor. "Being more available has helped us capture more of those calls"*

## 03 Simplifying Operations with One Platform

Adit eliminated the need for separate systems for reviews, payments, tasks, and communication. Everything now lives in one place, making workflows easier to manage and reducing day-to-day friction for staff.

*"It's just nice having everything on one platform," stated the doctor. "It's easier to use, and there are fewer glitches compared to what we had before."*



## 04 Reducing Software Costs Without Sacrificing Capability

By consolidating vendors, the practice lowered overall software spend while maintaining, and in some cases expanding, functionality. Instead of paying multiple companies for overlapping tools, the practice now relies on a single, integrated solution.

*When we compared pricing across all the systems we were using," concluded the doctor. "Adit was clearly the better value.*