



PRECISION CHIROPRACTIC · TAURANGA, NEW ZEALAND

Eight years, around 600 new patients a year, zero scanned paper.

Ed Roper runs Precision Chiropractic in Tauranga, New Zealand. Three chiropractors, a full front desk team, around 300 patient visits a week, and about 600 new patient forms a year, every year, processed on four in-clinic iPads. He found Finger-Ink in 2018 and has run essentially the same configuration ever since.

THE CHALLENGE

A high-volume chiropractic practice running paper forms. Patients filled out a two-page form on arrival; the front desk scanned it locally, renamed the file, and dragged it into Cliniko. Same workflow for ACC forms and informed consent. At ~600 new patients a year, plus history updates and ACC re-evaluations, the admin load on the front desk team was significant, and pulling them away from the work that mattered.

WHAT HE SET UP

Four iPads in the clinic running Finger-Ink. A branded new patient form built once and refined lightly since. History update forms for returning patients after 12-24 months. ACC re-evaluation forms for ongoing claims. **Everything syncs directly into the Cliniko patient record. No scanning, no renaming, no manual upload.**

"It pretty much takes care of all the onboarding paperwork and any other paperwork that you need to do."

— Ed Roper, Owner & Chiropractor, Precision Chiropractic

THE RESULTS



8 years, same config

Continuous customer since 2018. Running essentially what was set up on day one.



~600 forms/year

All processed digitally on iPads, syncing directly to Cliniko. Scan-rename-upload eliminated.



Front desk freed

Admin time redirected to phones and the people in the waiting room.



Active referrer

Ed has personally referred a number of chiropractors to Finger-Ink as they go digital.

AT A GLANCE

DISCIPLINE

Chiropractic

LOCATION

Tauranga, New Zealand

PRACTICE SIZE

3 chiropractors, 4 part-time front desk staff, 1 office manager

PATIENT VOLUME

~300 visits/week; ~600 new patients/year

PATIENT MANAGEMENT

Cliniko - native sync

PRODUCTS USED

Finger-Ink Forms (4 iPads)

CUSTOMER SINCE

2018 (~8 years)

"It just does what we want it to do without causing the headaches. And even our low-tech people can pick it up and manage it."

Ed Roper, on eight years of running Finger-Ink

Run a high-volume clinic. Keep your front desk.

See what Finger-Ink takes off your team's plate. Start a free trial. Syncs with Cliniko in under an hour. No credit card required. finger-ink.com

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