ORTHOTICS NZ · NEW PLYMOUTH

5 to 10 minutes saved per patient. 4 to 12 hours freed every week.

Jody Reutemann is the practice manager at Orthotics NZ, a specialist orthotic bracing practice in New Plymouth. The practice sees 50-70 patients a week in their private clinic, plus sessions at Taranaki Base Hospital. When Jody arrived, Finger-Ink was already in place. She found it intuitive, improved the implementation herself and now describes it as "set and forget."

THE CHALLENGE

Paper-based registration and consent forms in a specialist practice. Every patient meant printing, distributing, collecting, scanning, renaming files, and uploading manually to Cliniko. Several minutes per patient, compounded across 50 to 70 patients per week. Duplicate patient records appeared when forms weren't linked to Cliniko IDs, requiring manual tracking and merging.

WHAT SHE SET UP

Digital registration and consent forms sent via email link at booking, with iPad fallback for in-clinic completion. **Cliniko patient ID linking to eliminate duplicate records.** Medical alert triggers from form fields. A set-and-forget workflow that rarely needs attention beyond policy updates.

> *"Probably at least five minutes minimum per patient that it saves — maybe five to ten minutes."*
>
> — Jody Reutemann, Practice Manager

THE RESULTS

5–10 min saved

Per patient in admin processing. At 50-70 patients/week, that's approximately 4-12 hours freed weekly.

Duplicates resolved

Patient ID linking ensures every form submission attaches to the correct Cliniko record.

Forms done at home

No early arrivals, no waiting room paperwork. The minority who need assistance use the iPad in clinic.

Auto medical alerts

Allergy and condition fields flag clinicians automatically, no manual flagging required.

AT A GLANCE

CLINICAL DISCIPLINE
Orthotics and specialist bracing

LOCATION
New Plymouth, New Zealand

PRACTICE SIZE
~8 staff (4-5 clinicians, admin, directors)

PATIENT VOLUME
50-70 patients/week (private clinic)

PATIENT MANAGEMENT
Cliniko - native sync

PRODUCTS USED
Finger-Ink Forms + iPad

CUSTOMER SINCE
May 2023

"The more automation I can get, the better."

Jody Reutemann, Practice Manager

"It's just a set and forget."

Jody Reutemann, Practice Manager

Running a specialist practice on Cliniko?
Finger-Ink handles the registration forms, consent capture, and Cliniko sync, so your admin team doesn't have to. finger-ink.com

Start a free trial →