TRUE HEALTH OSTEOPATHY · VICTORIA

Her patients compliment her forms. That's not normal, and that's the point.

How Cat Ridout, a solo osteopath in Victoria, built patient forms that feel like part of the clinic experience, not an admin chore.

THE CHALLENGE

Cat runs a movement-based osteopathy practice from her home, sees 28+ patients a week, and handles all administration herself. Her design philosophy is simple: build everything from the patient's perspective. Cliniko's native forms didn't meet that standard. They were long, lacked conditional logic, and confused patients with irrelevant questions. Cat wanted forms with branching logic, modern design, and a feel that matched her clinic.

WHAT SHE SET UP

Finger-Ink forms with conditional logic, connected to Cliniko. New patients receive a form link via text and email when they book. Most complete it at home before their appointment. **The conditional logic keeps each form short, and patients only see questions relevant to them.** A form that prints to multiple pages on paper feels like a handful of taps on a phone.

> *"You know how the other forms are ugly? Finger-Ink's are better and easier."*
>
> — Cat Ridout, Owner & Osteopath

THE RESULTS

Patient compliments

Patients notice the design and comment unprompted. A first for Cat across any form tool.

~5-year customer

Switched PMS and lost Finger-Ink. Returned to Cliniko and resubscribed immediately.

Chose to stay

Evaluated Peptalkr's built-in form, a tool she already pays for. Stayed for flow and design.

"Top tier" support

Cat's words. Brendan has built forms from her PDFs on request.

AT A GLANCE

CLINICAL DISCIPLINE
Osteopathy

LOCATION
Victoria, Australia

PRACTICE SIZE
Solo practitioner, home-based clinic. No receptionist.

PATIENT MANAGEMENT
Cliniko - native sync

PRODUCTS USED
Finger-Ink Forms

CUSTOMER SINCE
January 2021

"It's a weird thing to get a compliment on, but it is something I do get complimented on."

Cat Ridout, on her Finger-Ink patient forms

Design forms your patients actually notice.
Start a free trial today. Syncs with Cliniko in minutes. finger-ink.com

Start a free trial →