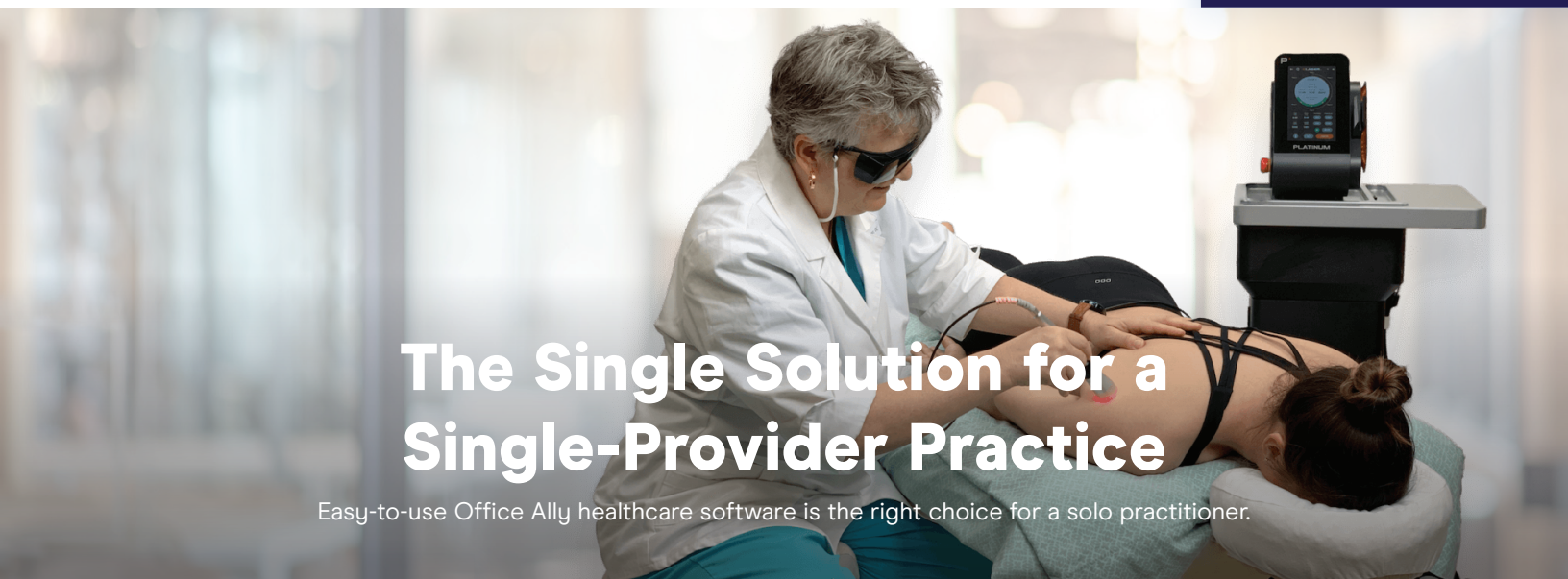




The Single Solution for a Single-Provider Practice

Easy-to-use Office Ally healthcare software is the right choice for a solo practitioner.



Progressive Center for Health

- Provider-led and provider-owned chiropractic practice in Tustin, California
- Solo practice led by Dr. Bonnie Berger
- Founded in 1993
- Mid-sized practice that sees upward of forty patients a week

Doctor Bonnie Berger focuses on treating the “whole patient,” rather than just symptoms, at her chiropractic practice. She works to find the root cause of symptoms, then works with patients to implement lifestyle changes that will better address their symptoms right away and over time. She expects the same standard for her software solutions.

As a “one-doc shop” — without a team to help with scheduling, billing, or administration — Dr. Berger knew that rather than many systems to help with the various aspects of her practice management needs, she needed a complete software solution that could help with every aspect, from patient scheduling to insurance claims and management.

A Single-Provider Practice

Dr. Berger is the only provider at Progressive Center for Health. Because she manages administration and billing herself, she needs those software systems to be efficient and intuitive. Unfortunately, her previous system was clunky and time consuming. “It would take so long to do anything that it interrupted my patients’ appointments and care,” Dr. Berger said. Additionally, she wasn’t getting the system and IT support she needed. And when her previous software provider raised their prices — without increasing customer service or usability — Dr. Berger knew it was time to look elsewhere. That’s when she found Office Ally.

Get Started Today

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Seamless Speed

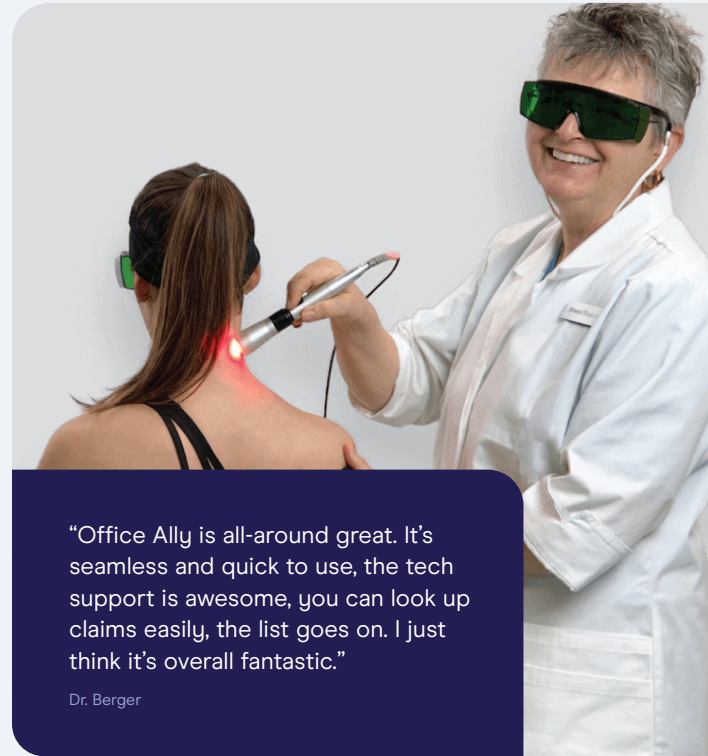
When Dr. Berger upgraded to Office Ally, she was surprised to find that setup and migration were quick and easy. “Setup of the whole system took less than a day, and when I checked the patient charts and data, everything was 99.9% accurate. It was incredible,” she said.

While speed was especially important to Dr. Berger, the seamlessness of the solution was also a benefit to the practice and patient care. She uses Practice Mate by Office Ally to help maintain an uninterrupted patient experience. “My patients now have a seamless experience from the time they schedule their appointment to the time they arrive at the practice,” Dr. Berger said. She uses online scheduling and automated appointment reminders to keep appointments top of mind for patients. “With Office Ally, 30% fewer patients forget their appointments or reschedule at the last minute,” she added. “And if they do reschedule, they cancel two days before their appointment instead of two minutes before. It saves so much time and annoyance on both sides.”

In EHR 24/7 by Office Ally, Dr. Berger also has the flexibility to customize chart templates for her own needs, then easily migrate patient notes into other charts and, eventually, the patient’s bill. “It’s incredibly seamless,” she said, “You can write a chart note, click a button, and it’s all done for you, from the patient chart all the way to the bill. Plus, it takes just three clicks to create an insurance claim from the bill.”

Increased Support

One of the key things Dr. Berger wanted in a new solution was better customer support. With her old solution, she could only contact customer support over the phone, and there was typically an upcharge when she needed help. With Office Ally, support is included, and she can choose to contact the support team through an online chat, over the phone, or in some cases, even a video call. “You can talk to a real person when you need to, and there is no upcharge,” she said. “Plus, they are so kind and knowledgeable that issues are usually resolved in just a few minutes of chatting.”



“Office Ally is all-around great. It’s seamless and quick to use, the tech support is awesome, you can look up claims easily, the list goes on. I just think it’s overall fantastic.”

Dr. Berger

Enhanced Usability

From the time Dr. Berger implemented Office Ally in her practice, it only took her three weeks to feel she had mastered the solution. “You can tell there is thoughtfulness and intelligence baked into this software,” she said. “It’s so incredibly easy to use.” Dr. Berger uses Office Ally to enhance her practice’s workflows in many ways, including simpler claim management, quick training, and integrated tools.

Claims

With EHR 24/7, claims are effortless to file, find, and complete—usually in just a few clicks. After claims are submitted, they are also uncomplicated to track and manage. “If a claim doesn’t go through, I know it’s been rejected quickly and can easily figure out why I’m not getting paid,” Dr. Berger said.

Training

Although Progressive Center for Health is a single-provider practice, Dr. Berger occasionally brings on an administrative team member to help during busy times. Office Ally is so intuitive that training is a breeze. “If I ever have to train anyone on Office Ally, no matter the task, it’s easy. They can usually pick up the system in just a few tries,” she said.

Integrated Tools

Dr. Berger uses Practice Mate and EHR 24/7 by Office Ally to keep her practice running smoothly and efficiently. The integration between these tools by Office Ally is “seamless,” cutting back on the time it takes to do any task, which is critical to keep Dr. Berger on schedule.

A “Fantastic” Solution

From the speed of setup to the seamlessness of integration, Office Ally has served Dr. Berger and Progressive Center for Health well. Dr. Berger feels supported by the Office Ally team whenever she has a question, and she knows her questions will always get answered. Plus, her high standard of personalized patient care is propped up by integrated solutions and the straightforward platform of Office Ally. “Office Ally is all-around great. It’s seamless and quick to use, the tech support is awesome, you can look up claims easily, the list goes on,” Dr. Berger added. “I just think it’s overall fantastic.”

Discover Office Ally for Your Practice

Office Ally has many integrated tools to help your practice run smoothly. Practice Mate helps you manage your practice, including scheduling patients, confirming insurance, and managing accounts, all while giving you visibility into your revenue cycle. EHR 24/7 makes it easy to enhance your workflows and increase staff and provider productivity so you can stay on track. Get started with Office Ally today.



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