

FOR IMMEDIATE RELEASE

ACOM Health Solves Under-Utilization among Chiropractic Software Users

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ATLANTA, Georgia November 18, 2009 – Evidence from the field indicates that many clinics utilize as little as 20 percent of the capabilities of their chiropractic software solutions. In response, ACOM Health has made the policy decision to deliver its RAPID [chiropractic software](#) as a turnkey solution preconfigured to the unique requirements and procedures of each practice, it was announced today by General Manager Mark Firmin.

“This happens when doctors are left to configure their solutions on their own,” Firmin said. “Our [Go Live, Stay Live program](#) is a service enhancement that overcomes this serious obstacle to the effective implementation in chiropractic clinics.”

“Go Live, Stay Live is ready to use on delivery with no further input or modification required, although clinics can continue to add functionality as they grow in familiarity and expertise with the product.”

With minimal preparation and participation by either doctor or staff, the process involves four stages:

- **Configuration:** ACOM Health Professional Services experts including licensed chiropractors tailor the software specifically for an individual practice and migrate existing patient database into the new system
- **Installation:** For minimal distraction and maximum benefits, installation is delivered according to the practice’s schedule
- **Training:** An ACOM Health Certified Trainer trains the doctor and staff using a structured lesson plan delivered on the web and over the telephone. Lessons include hands-on exercises for quick and easy familiarity with the software, with each lesson building on the preceding one
- **Software Assurance:** In addition to software updates, unlimited phone and email support and 24x7 access to the online Customer Care Center the ACOM Health’s Professional Services team will proactively track a practice’s technology progress via follow up calls and surveys to ensure the practice is achieving maximum productivity benefits.

Partners Nathan Sikora, D.C. and Michael James, D.C., owners of the Canton, Ohio Center for Holistic Medicine, are early beneficiaries of the new Go Live, Stay Live enhancement. They had previously attempted to incorporate a different software solution in their practice, but with less than satisfactory results.

“With the Go Live, Stay Live program, I am using my RAPID software to the level of detail for maximum performance,” Dr. Sikora said. “[We installed our Go Live, Stay Live preconfigured RAPID software](#) one day and were using it full-bore the next.”

Not only were they operational immediately, but Doctors Sikora and James successfully avoided the customary diversion of valuable revenue-generating time from patient care management to understanding, implementing and configuring their solution, Firmin noted.

“We are sympathetic to the problem,” he said. “When patients come in the door, they expect to be treated and that is what doctors train to do – not to become software technicians. As a result, doctors implement the system to the apparent and immediate need, often leaving up to 80 percent of the systems functionality on the table. When that happens, they are not getting their money’s worth; the ACOM Health Go Live, Stay Live program directly and successfully addresses that problem.”

About ACOM Health Division

ACOM Health serves chiropractic with products and services that enhance efficiency, cut costs, increase revenues and propel practice success. ACOM Health’s Chiropractic Consulting team helps practices ethically and legally maximize their billings and collections, while protecting the practice from the threat of a severe audit. ACOM Health’s Chiropractic Software Suite delivers Clinical Documentation and Notes, Patient Education, Home Exercises, and Practice Management for billing, scheduling, patient management and detailed reporting. For more information, call 866-286-5315 ext. 217, email acomhealth@acom.com, or visit <http://www.acomhealth.com>

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