



Chiro8000
patient relationship software

 *Differentiate Your Practice*

VERSION 14

BILLING • SCHEDULING • EMR/EHR • MARKETING • MANAGEMENT • COLLECTIONS • PATIENT EDUCATION • HUMAN RESOURCES



Chiro8000 Version 14: A New Class of Healthcare Software



Differentiation in business is what you strive for. Your patients choose you instead of the doctor down the street because you offer them something they do not. It may be a different technique that provides better results, your personality and style, your wellness approach to health, the value you offer, the equipment you use, or even your location.

For too long the software in your office has been something you have used only because you need to. Billing software is required to get your insurance claims paid and your patient statements out. You may use practice management software to schedule appointments, record basic notes, and organize your patient data for mailings and record-keeping. In essence, billing and practice management software is used only to maintain your business. Granted some software may be easier to use, more customizable, and more aesthetically pleasing than others. However, in the end, billing and practice management software is not designed to set your practice apart or grow your new patient volume.

Forté Holding's latest release of the Chiro8000 is changing that. The Chiro8000 is an entirely new class of application: Patient Relationship Software. Your relationship with your patients is the key to your success. You need your patients to view you as reliable, caring, relevant, and unique. The use of Patient Relationship Software will accomplish that. The Chiro8000 is the first software to offer a true connection for the areas of billing, scheduling, office management, marketing, EMR/EHR, communication, patient education, collections, and human resources. The Chiro8000 product line will maintain and enhance the efficiency of your practice as it assists you in growing your patient volume. It will also set your practice apart in a way that your patients will notice.

This brochure is designed to give you a sense of what the Chiro8000 can do for your practice. It discusses how we are different from the competition, how the software is designed, our unique software logic, the different levels of the software, and the core features of the application. We hope you find the information useful and that you will take the next step in differentiating your practice from the rest!





Our Differences Make Your Practice Stronger

Business differentiation is important for us as well. The Chiro8000 is designed with one thing in mind -- What can we do to make your practice better? Here is how we make this happen:

- **The Chiro8000 is Chiropractic software at its core.** Chiropractic is where we started and where most of our research and development time has been allocated. Many other systems were either MD or accounting applications that were altered later on. Chiropractic requirements are unique and at Forté Holdings we make sure our products reflect these needs.
- **All software comes with training at no extra cost.** We want you to understand the software and use it to full potential. All packages include an extremely comprehensive tutorial series. All new clients have initial access to our Forte360 Webinars, which are group training sessions that span basic to complex practice topics and how they intersect the software. Our EMR/EHR packages also include personalized one-on-one training to help you best customize the product around your office.
- **Our technical support is a true area of difference.** Low hold times and knowledgeable technicians who speak plain English, not “computerese.” If you choose we can also log directly into your system to assist with a “hands-on” approach. All new purchases come with toll-free, live-person technical support.
- **The technology we use is the same as many Fortune 500 companies.** Our phone system offers a unique Call-Back-In-Queue feature. When you call in for technical support, the system can hold your place in line without you waiting on hold. A few minutes later when your turn comes up, our system calls you back and you have a technician waiting on the phone. We also use the leading CRM system on the market (SupportForce) for all of our client communication and case management. This enables us to ensure your issues are resolved in a timely manner.
- **Our products are Microsoft® certified.** This gives you peace of mind that our products meet the strict development standards set and maintained by Microsoft while giving you the security that we stay up-to-date with the latest in technology. It also speeds up training time as the Chiro8000 has a very familiar look and feel to many popular Microsoft® products.
- **Customer Service.** This term is often thrown around in business. Customer Service is something we make a top priority and we have two simple ways to prove it is a reality for you. We are a Better Business Bureau Accredited Business and are proud to maintain our A rating with them.
- **We listen to the opinions that matter – yours!** Over 200 Chiropractors nationwide are members of our User Feedback Committee. Rest assured that doctors are driving the direction of your product.
- **We are in business, but not solely for the purpose of profit.** A percentage of all new sales is donated to charitable causes and we have a long list of organizations that we support. We are also a climate smart and a carbon neutral company in order to make an environmental difference.



How We Make Our Software



The development process for the Chiro8000 is a rigorous one. We give extra special attention to design quality. This enables us to fine-tune product designs, ensuring they are technologically sound, easy to work with, and aesthetically pleasing. The application was built using the Microsoft .NET framework and SQL Server Desktop Engine as its embedded database. Our 3D patient education animations are created in Maya using the same technology used to produce many blockbuster Hollywood movies such as Spider-Man, Star Wars, The Matrix, and The Lord of the Rings.

The Chiro8000 comes in 3 primary editions. They are the Professional, the Propel, and Premiere. By offering the software by level, it allows us to offer you the best products at the best value. It prevents you from being nickel and dimed to add individual features as you go. This enables you to purchase the level you need today without penalizing you for practice growth in the future.



*not just tech support,
total practice support.*

Forté Holdings brings a fresh look at supporting your practice. We offer extra included services and incentives that go well past typical call center support. Every new purchase comes with limited-time free membership to Forté360.



Support Basics

- **Unlimited technical support usage** - call as many times as you need to with no cap on the number of calls you can make.
- **Toll-Free phone number** - call on our dime, not yours.
- **Access to our live-answer call center** - you are not calling someone's pager or leaving a message in a general mailbox.
- **Option to use our call-back-in-queue feature** - on busy days, the system can hold your place in our support queue without you having to stay on the phone.
- **Knowledgeable technicians who can diagnose and explain the needed resolutions** - they speak plain English, not 'computerese'.
- **Entirely U.S. based representatives** - no language barriers or lousy phone connections.
- **Email support access** - if an issue lends itself to an email more than a call you have that ability.
- **Remote access ability** - some issues simply resolve faster if our techs log directly into your system to fix.



Product Training

- **Unlimited access to our product tutorial training courses**
- **Priority seating to our weekly web training sessions**
- **Access to basic and advanced technical documentation**
- **Online manuals and quick tip sheets**

Professional Edition

Automatically post payments, check patient eligibility and benefits, electronically bill and track claims from within the software when utilized in conjunction with our SecureClaims clearinghouse. This comprehensive package centers on managing billing and claims. Store patient information, bill insurance via paper or electronically, print patient statements, and manage accounts receivable. Some of the main features include:

ANSI 5010 Compliant – This edition is fully compliant with the recent requirements established by The Centers for Medicare and Medicaid Services (CMS).

Integrated Electronic Billing – Automatically post payments, check patient benefits, electronically bill and track claims from within the software when utilized in conjunction with our SecureClaims clearinghouse. Integrated Billing removes the need for manual uploading, line item posting, or calls to insurance companies.

CMS/HCFA Map – A guide right in the patient file that allows easy and accurate completion of the main insurance forms.

Custom Security – Control each user's access rights with one of three pre-formatted user levels or create your own custom access levels.

Multiple Patient Cases – Conveniently create multiple cases for any patient using a single patient file.

Inventory Management – Easily keep up-to-date with your entire clinic inventory, and print purchase orders with this comprehensive module.

HR Management – The Professional Edition includes the eTimeClock software by Forté Holdings. It is a timekeeping system that allows employees to punch in and out for hours worked from within the Chiro8000 software. It also tracks vacation/sick time, has an area to keep detailed electronic employee files, and integrates directly with QuickBooks™.

Next Appointment: <None Scheduled>

Account: 2-2 Doctor: Alex Smith, DC Case Type: Blue Cross Blue Shield Fee Schedule: Blue Cross Blue Shield

Michael A Hughes ESN: 945 65 4945 Visits Used: 1 Balance: 31.26
 1137 Golden Foothill Pkwy Primary: (916) 673-4850 Visits Recommended: 0 Pt. Position: \$0.00
 @ Danville Hills, CA 95762 Cell: (916) 673-4851 Case Total: 1 Co-Pay: .00

Transac	Date	Description	Code	Unit	Agreed Price	Charge	Credits	Adjustment	Balance	Pts Position	Armt Paid	Net
4/19/2007		Electrical Stimulation	97014	.00	11.27	.00	.00	-11.27	.00	.00	.00	.00
4/19/2007		Spinal Manipulation, 3-4 Regions	96942	.00	32.73	.00	.00	.00	31.26	.00	.00	.00
5/21/2007		CHERT CARD VIS		.00	.00	\$0.50	.00	-0.50	.00	.00	.00	.00
5/22/2007		Person Service Charge 031.50		.00	.00	.00	.00	-0.00	.00	.00	.00	.00
3/25/0113		Heat/Cryo Therapy	97039	.00	4.50	.00	.00	.00	-46.00	.00	.00	.00
3/28/0113		Electrical Stimulation	97014	.00	11.27	.00	.00	-11.27	.00	.00	.00	.00
3/19/0113		Spinal Manipulation, 3-4 Regions	96942	.00	32.73	.00	.00	.00	.00	.00	.00	.00
4/19/0113		Spinal Manipulation, 3-4 Regions	96942	.00	31.26	31.26	.00	.00	31.26	10.00	.00	.00

Ledger Screen with Current and History Info

Chiro8000 v14

Home Account: 2-2 Doctor: Alex Smith, DC Case Type: Blue Cross Blue Shield Balance: 31.26 Pt. Position: \$0.00

Account: 2-2 Doctor: Alex Smith, DC Case Type: Blue Cross Blue Shield Balance: 31.26 Pt. Position: \$0.00

Michael A Hughes ESN: 945 65 4945 Visits Used: 1 Balance: 31.26
 1137 Golden Foothill Pkwy Primary: (916) 673-4850 Visits Recommended: 0 Pt. Position: \$0.00
 @ Danville Hills, CA 95762 Cell: (916) 673-4851 Case Total: 1 Co-Pay: .00

City: @ Danville Hills State: CA Zip Code: 95762 Referral Source: Radio

Employer: Gene Developer's School Occupation: Teacher Address: 123 Main Street Suite 113 City: Danville State: CA Zip Code: 95762

Phone: (916) 227-2222 Ext: 123 Fax: (916) 227-2223 Website: www.gds.com Email: mg@gs.com

Patient File Screen with Unique CMS Form Map

Security Group Setup Screen

Edit Security Group

Code: USER Description: Normal User

Order No: 20 Active

Permissions:

Description	Access Level
Attorney Inquiries	Restricted
Claims History	Restricted
Claims	Password Required
Case Utilities	Password Required
Day	Complete Access
DaySheet Edit	Password Required
Electronic Billing	Complete Access
EDI Insurance	Password Required
EDI Printing	Password Required
External Applications	Password Required
Fee Schedule	Complete Access
Financial Reports	Complete Access
Header	Complete Access

Multiple Case Management

Case No	Doctor Name	Case Type	Initial Complaint	Active
1	Dr Frank M Shean	PI		<input checked="" type="checkbox"/>
2	Chang Lark	C	Leg Pain	<input checked="" type="checkbox"/>
3	Dr Frank M Shean	MP	Headache	<input checked="" type="checkbox"/>

Multiple Case Management



You're not stuck! We can convert the data from your current software system into the Chiro8000.



The Propel Edition focuses on practice management from a practical, results based approach. It includes all features from the Professional Edition, and adds the features required to focus on business growth. It has been our best selling edition for nearly 14 years and incorporates a host of features found in software packages that cost twice as much. Some of the main features include:

Appointment Scheduler – Create, edit, and manage appointments for all the practitioners in your office. Sort by doctor or by treatment area and easily schedule multiple appointments in advance.

Appointment Reminders – Automatically send text and email notifications to your patients reminding them of upcoming visits.

Facebook Integration – One touch posting of discounts and messages directly to your company’s Facebook page.

Signature Pad – Digitize your sign-in sheet with our included Signature Pad integration module (*additional hardware required*).

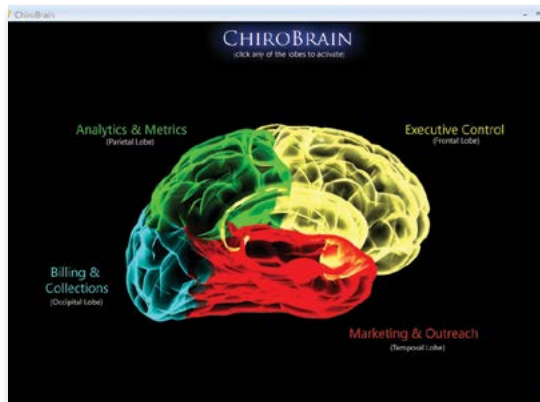
Search Report Generator – A powerful search tool that allows you to manage your patient data by creating lists built upon the criteria of your choice. You can view the reports on screen or export to a spreadsheet for further use. It also allows for merged letter and envelope printing.

Special Occasions – Let the software keep track of patient birthdays, anniversaries, and holidays in order to send cards and special offers to your patients.

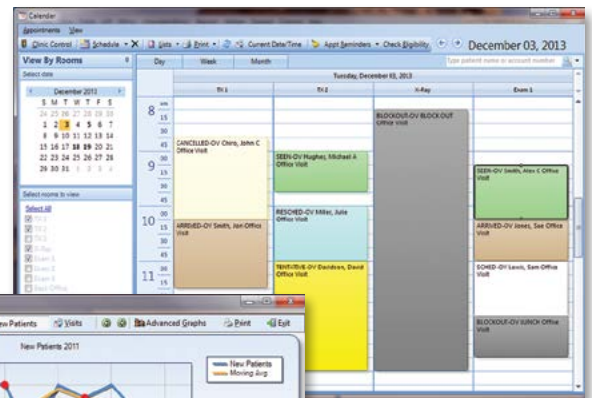
Office Notes – Easily keep time and date stamped notes per patient. Excellent for staff to keep records of phone calls, voicemails, in-office conversations, etc.

Transaction Report – Sort posting transactions by date, description, doctor, CPT code, account, and more. You can also use this tool to analyze sales tax collections.

ChiroBrain – Did you know that the average user of any software only uses 15-20% of the features in the program? In an effort to increase the percentage of usage, ChiroBrain was invented to bring all the core features of the application into one easy to understand area.



ChiroBrain Software Command Center



Appointment Scheduler



Robust Stats & Graphs



Patient Sign-In

You're not stuck! We can convert the data from your current software system into the Chiro8000.





The Premiere Edition is for the practice seeking the best in notes and documentation. This edition takes all of the features of the other levels and adds a certified EMR/EHR solution. It is likely that most offices will be required to use an EMR/EHR system within the next few years. Offices that are proactive will realize the financial and time advantages of this investment. The Premiere Edition also comes with items such as 3D Animation for patient education. Some of the main benefits of Premiere include:

Get More Time - The thorough and easy to use notes template will save you an immense amount of time. Now you can create more thorough notes in a fraction of the time.

Achieve Peace of Mind - Audit protection is one of the largest advantages of the Premiere Edition. Especially in the healthcare industry where Chiropractors are unfortunately more heavily scrutinized, true audit protection is achieved through bullet-proof notes and the ability to avoid accidental over-coding.

Lower Business Costs - By offering the option to go paperless, it decreases business costs by reducing miscellaneous expenses as well as improving efficiency. Doctor and staff errors are reduced and patient satisfaction is higher.

Better Patient Care - This is the goal of Patient Relationship Software. Allowing you to stay better in-tune with your patients by seeing their history in one easy to use centralized location.

Patient Kiosk - This edition comes with an automated patient check-in with the Patient Kiosk Center.

Certified Software - The EMR/EHR package meets the government software guidelines for meaningful use requirements. To view our certificate please visit our website at: www.chiro8000.com/certification.

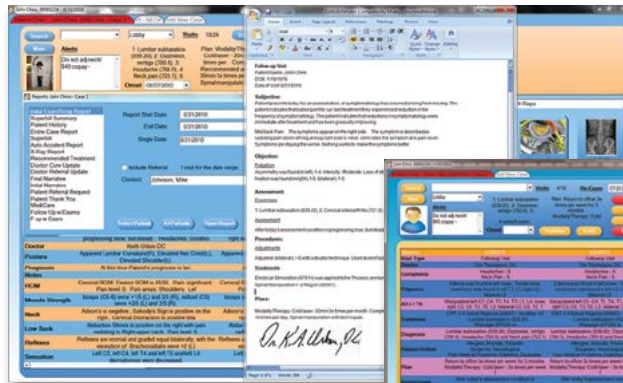


Ground View Torso Animation

3D Patient Education - The unique 3D animation DVD designed for your patient waiting areas. Use it to market to new patients and show the cutting edge aspect of your practice. Use it to give patients an “inside look” of their injuries or conditions. This is a marketing, differentiation, and business growth tool to take your business to the next level.



3D Subluxation



Patient Report Generation



Electronic Travel Card



You're not stuck! We can convert the data from your current software system into the Chiro8000.



Chiro8000

patient relationship software



Client Testimonials

"Having seen the other alternatives on the market and comparing them to your software, it is very clear that nothing comes even remotely close to its user-friendliness, features, and most importantly reliability." - **Dr. John, New Jersey**

"Technical Support has been most helpful in identifying our challenges and providing us with solutions. They have excellent communication skills, so that I can clearly understand the course of action to take." - **Dr. Wade, Missouri**

"We are pleased to give high recommendations for both Chiro8000 and ForteEMR products. We have been using Chiro8000 for two years and ForteEMR for 6 months. Chiro8000 and ForteEMR allows our office to document and communicate professionally and effectively with a comprehensive and compliant program. The investment in our improved note taking has increased the quality of patient care which has led to more referrals and practice growth. Thanks for a great product." - **Dr. Larry, Pennsylvania**

"Thank you for caring enough about your clients to hire such good, friendly, and courteous employees." - **Dr. Richard, California**

"The ForteEMR program has helped me be able to keep more precise records, and be better prepared for insurance reports and audits. The learning time was short and the support has been fantastic. In fact so good that I haven't hardly needed it. Thanks again." - **Dr. Ray, Indiana**

"I just wanted to take this opportunity to say once again what great support we get from Forte. I have used this product for many years and after being exposed to inferior programs and technical support in the past, appreciate the product and the knowledge of your technical staff." - **Kelli (Office Manager), California**

"I would like to take a moment to thank the Forte tech support staff for their professionalism, and expertise in my data conversion transition. I feel the entire staff should receive a thumbs up. I look forward to continue using Forte for my chiropractic software needs." - **John (Network Engineer), Virginia**

"I want to thank you for being so helpful in solving my tech issues. It is really refreshing to be able to contact Tech support and not only have someone friendly but knowledgeable! It is customer service like yours that keeps us using Forte!" - **Adriana (Office Manager), California**

