

# VISUAL OUTCOMES CUSTOMER TESTIMONIAL

## Healing Wave Chiropractic: Solution for a Balanced Lifestyle

"One of main business objectives in recent years has been to install a software package that can manage our appointment book, management and financial statistics with a sound technical foundation that can be accessed remotely. We were not content with the product we had in place and other products in the market place until we were introduced to Visual Outcomes. The software has transformed our business structure and linked together our four practices, ten Chiropractors and 17 support staff like nothing before. We can have instant communication between Centre's with VO talk and with clients via SMS and email (very modern). The key performance indicators have assisted all practitioners to monitor their practices and identify areas that need training and improvement. Our Directors and Administration Managers can view and collate data from one site or remotely maximizing our productivity and allowing for a more balanced *Lifestyle*.

Earl White, the Visual Outcomes Sales Manager and the rest of the staff have been very helpful. The initial training was a step by step on-site approach on a test program. Thereafter ongoing support has been via online meetings and teleconferencing which have been extremely beneficial to all our support staff. They have guided and inspired our computer infants into efficient confident professionals. This has allowed more opportunity to interact with people and to share Chiropractic on an inform basis without being a slave to the front desk. We are so excited about Visual Outcome we can't help talking about it. We finally have a software package that we can grow into rather than something that is holding us back! We look forward to a long and prosperous association with Earl and the Visual Outcomes team.

Kind Regards  
Daniel Smith  
<for Healing Wave Chiropractic>



Healing Wave Chiropractic has four progressive centres in the Newcastle and Lake Macquarie region of NSW.



**HEALING WAVE**  
CHIROPRACTIC

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