

# VISUAL OUTCOMES CUSTOMER PROFILE

## Third Time Lucky for Perth Wellness

For over 25 years practitioners at Perth Wellness Centre have been providing city workers and families with an affordable approach to spine and musculoskeletal health-care. They offer chiropractic care, occupational therapy, podiatry and psychology consultations.

Headed by Dr. Neil Brodie, it's one of Perth's most popular practices and has two locations in West Perth and Edgewater.

Keen to work efficiently, the task of finding a system to manage the day to day operations of their busy practice wasn't always smooth sailing.

"We knew we had to update and modernize our systems". Said Chris Reynolds, Clinical Assistant at Perth Wellness.

"We'd been running a well known practice management program for a while and embarked on a search for a replacement. The reasons for moving were varied, but the main one was the need to go paperless and the application did not suit our needs."

"In time we purchased program from what appeared to be a promising new supplier. Unfortunately, it was wasn't the right choice either! There were issues, quite of few of them, that they were unable to resolve for us. You can imagine our frustration at having implemented a second system,

which we found left us even further behind."

"Deciding we really needed to find something better, we knew we couldn't afford to make another mistake. The impact on the business, and not to mentioned staff morale would have been disastrous."

With thoughts of two problem systems fresh in their mind, Perth Wellness reluctantly embarked on a further search.

"To be honest, it was not something we were looking forward to." commented Mr. Reynolds



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"We ran into the same round of promises from practice management software companies and at the end of the day we had to ask – how can we be certain these products would be any different from what we'd used before? They say once bitten, twice shy, but we'd bitten twice and you can imagine how nervous we were about our next choice."

### **Visual Outcomes**

"The team at Visual Outcomes were different right from the start. First of all, they concentrated on what their system would do for our clinic and they way we deal with clients. Secondly, they understood the needs of a busy and growing practice

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offering multidisciplinary care.

"Their whole focus was on delivering a working solution for our practice and not just selling a piece of software."

After long and exhaustive discussions with Visual Outcomes and checking with some of their other clients, Perth Wellness decided to take the plunge and go with their system.

## Training:

"Some of the systems we used previously had promised training. It never eventuated. Visual Outcomes delivered detailed online training on all aspects of their program. In fact about the only problem we had was making time for the volume of training Visual Outcomes supply." said Mr. Reynolds.

"Because the initial setup was already performed, we trained with our own data and clinical information and not on a dummy database."

## Moving Data:

Transferring information from the current system was part of the brief for Visual Outcomes.

"Their database gurus had no trouble pulling existing name and addresses along with clinical notes across and even made some suggestions about cleaning up our

data along the way.

## Getting it going:

"It's a perfect solution for us for day to day use. It does everything Visual Outcomes said it would do. No matter how busy we get, our front desk can process and invoice super efficiently. We can now schedule multiple providers from different disciplines across the clinic - which is something we could never do before."

"Staff are happy using the computers and no longer cursing them every day."

"We're now in the process of rolling out Visual Outcomes to our second clinic. We'll be able to share appointment calendars and front desk duties and this will make a huge difference for us."

## The Future:

"We're only starting to scratch the depth of reporting on offer and already seeing ways to improve the operation of the clinic based on the information Visual Outcomes provides."

## Final Thoughts:

Mr. Reynolds had some final comments on Visual Outcomes: "It might have taken us three tries, but at last we've got a system we're happy with. We're confident we'll be using Visual Outcomes for years to come. "



*"Visual Outcomes solved all our practice management problems and has made a real difference to the day to day running of the Perth Wellness Centre clinics"*

Mr. Chris Reynolds, CA

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