



**CASE STUDY**  
**Getting Organized with Efficient Systems**

**Client Challenge:** Dr. Nicole had been in practice for 5 years and had a successful clinic, but she felt disorganized, inefficient and a little “burned-out”. She had read some self-help books and attended a few chiropractic seminars to no avail. She was falling farther and farther behind with patient notes, insurance reports and reports for medical referrals. Dr. Nicole was becoming anxious and depressed. Additionally, although she felt very competent clinically, she knew little about the business of running her practice.

**Methods:** RJF Consulting’s approach was to provide a personal time management system that promotes organization and efficiency. We streamlined Dr. Nicole’s everyday procedures (SOAP notes, insurance, collections, etc.) and established protocols for team member delegation and empowerment. Additionally, we taught the entire team about system thinking and implemented systems and protocols for all patient interactions.

**Results:** Dr. Nicole was thrilled with the improvements to her life and her clinic. She was able to work fewer hours while seeing more patients. Dr. Nicole reduced her time in the clinic by 11.4 hours a week and simultaneously increased her monthly production by 17.1%. Her team members also were able to work fewer hours with less stress. Dr. Nicole no longer felt that the clinic was controlling her life, and she was able to spend more time exercising and enjoying her family.

**Conclusions:** Disorganization and inefficiency are common complaints among even the most successful practitioners. But these habits do not have to take over your life. RJF Consulting has pioneered successful strategies that help practitioners and their team members become organized and efficient. Doctors and team members feel a renewed zest for their practice and their lives after implementing our strategies.