

# Busy therapist transitions practice to telehealth model using vcita's platform



Cay Carroll Kidd has been doling out advice since she was nine years old. Even back then, she was the go-to person among friends seeking good counsel. When she grew up, she turned her talent into a profession.

She launched her own practice 7 years ago. Despite being a busy therapist, Cay is passionate about maintaining a work-life balance.



*With vcita, I now save myself more than an hour every day! It's so easy, and I trust the system. It's proven itself.*

*I wasn't out there alone trying to figure it out. That played a big part in giving me the confidence to let go of all the manual things I was doing. As opposed to other companies that offer a series of training videos, I was much more comfortable talking to a real, live person.*

## CHALLENGE

When Cay founded her therapy practice, she still used snail mail and wrote all notes by hand. She scheduled her appointments over the phone herself and even sent out all the appointment reminders. But as her practice grew, the admin work became tedious and time consuming.

Once COVID hit, her practice transitioned to an online format. But she encountered many issues with her therapy software. Her video appointments often dropped or went in and out, which became a frustrating problem in her transition to a new telehealth practice.

## SOLUTION

Cay uses vcita's HIPAA compliant practice management & telehealth platform to better manage her time. She enables her clients to easily book and attend telehealth appointments via a secure portal, creating a seamless telehealth experience for her and the community she serves.



### Telehealth

Prior to the pandemic, Cay worked out of an office in downtown Chicago. Now, with [vcita's Zoom integration](#), she conducts all of her virtual client appointments through the vcita platform. The process is smooth, reliable and professional. In fact, it works so well, she has decided to remain in telehealth, conducting her entire business online.



### Onboarding

Even though Cay knew it was time to leave behind her paper and pen and move to a digital platform, the idea was intimidating. But once she spoke with a vcita onboarding specialist, who took her through the entire system piece by piece, she felt more confident.



### Scheduling

Cay's new clients now create a profile within vcita's client portal. Once that's complete, they enter the system, check her availability, and [schedule an appointment](#). This process eliminates "the back and forth."



### Client Portal

Cay also uses the [client portal](#) to send homework and intake forms to her clients, so all communication remains in one place.

## RESULTS

After Cay's smooth transition to telehealth, her clients could log on to appointments from anywhere. Cay's clients love her online availability. It's more flexible for them as they can participate from the comfort of their own homes or from another place if they're running late. Her no-shows have dropped in number as a result.

***"I've decided to stay in telehealth. For right now, this is working so well, why would I go back into the office?"***

Also, because vcita significantly cut her admin time, she has more time to see clients!

***"I could work more as there's demand in my vcita schedule, and I have extra time available since my admin time decreased! But I love the balance vcita has helped me cultivate."***