



Customer Testimonial

Michael Combs, Hearing at Home

Michael Combs, Hearing Specialist and Co-Owner, Hearing at Home

Michael Combs has been using Sycle to run Hearing at Home for the past 17 months, and had previously used it to manage a separate company for seven years. He shares how the solution has enhanced his practice, and saved him time and energy.

Why Sycle?

The level of organization that Sycle provides us is great. We had dealt with Sycle prior to starting our practice, and we were looking at two other solutions, but there was no question when we started our current practice that we were going with Sycle. It's not only our familiarity with it, it's also very user friendly.

Favorite Feature

We're really enjoying Sycle Patient Financing's pre-qualification and pre-screening features. Most of our patients pay with check or cash, and they love the thought of financing. The fact that I can click a button and enter the amount that is owed along with patient information and get approval within a matter of minutes is amazing. That versus going through a different portal, trying to remember passwords, etc. makes Sycle Patient Financing so much better. I also appreciate that I can keep everything on one screen with Sycle instead of having to go to another screen constantly, and within a matter of minutes I can get pre-approval for patients so quickly. I love it.

"Sycle Patient Financing saves me that time and energy."

I'm offsite all the time. I'm either in the healthcare community, at a patient's house or the workplace, so my time is valuable - I need to account for driving time and making my appointments on time. Time is important and I don't have enough of it to call the finance company and tell them I've got problems with their system.

We also use eDocs, which helps us do everything electronically. I have my patients sign documents electronically right then and there at the appointment. I download their file, place it in eDocs and email the patient a copy. eDocs helps our practice go paperless and really saves us a lot of time.

Less Paper, More Patient Time

There's not a lot of paperwork, and when I say paperwork, I mean frivolous items. When I'm passing that information onto one of my PCCs, they have to deal with filing, and I'm not holding up the patient trying to get extra information from them. Sycle Patient Financing takes all patient information from Sycle and makes it very easy. All of this saves quite a bit of time; I need my staff doing other things that are more productive. In terms of the patient financing process, when a patient comes in, I just need to click a few buttons to get the patient started. We fill out the patient finance information, I fit them with a hearing aid and out the door they go. Everyone is happy!



*Sycle User Since: 2010
Number of clinics: 3*

"The reality of it is, these products are efficient, they move us along and don't keep us bogged down with paperwork."

Sycle's Customer Experience Team

The customer service is superb. I've called several times to take on the beast of insurance and one of the representatives walked me through the HCFA forms and codes very well. The team has been wonderful.

Would You Recommend Sycle?

I would definitely recommend Sycle just based on the ease of learning it, the helpful videos, the customer service along with the one-on-one support. I would tell a colleague to use eDocs and Sycle Patient Financing because everything they need is right there at their fingertips. In fact, I'm actually putting together a 'Standards of Procedure' document as we speak because I'm getting ready to franchise my business, and one of the requirements is that all the clinics will need to use Sycle with eDocs and Sycle Patient Financing.

About Sycle

Sycle is the number one practice management software in audiology. Sycle's mission is to facilitate the delivery of better hearing to the world.