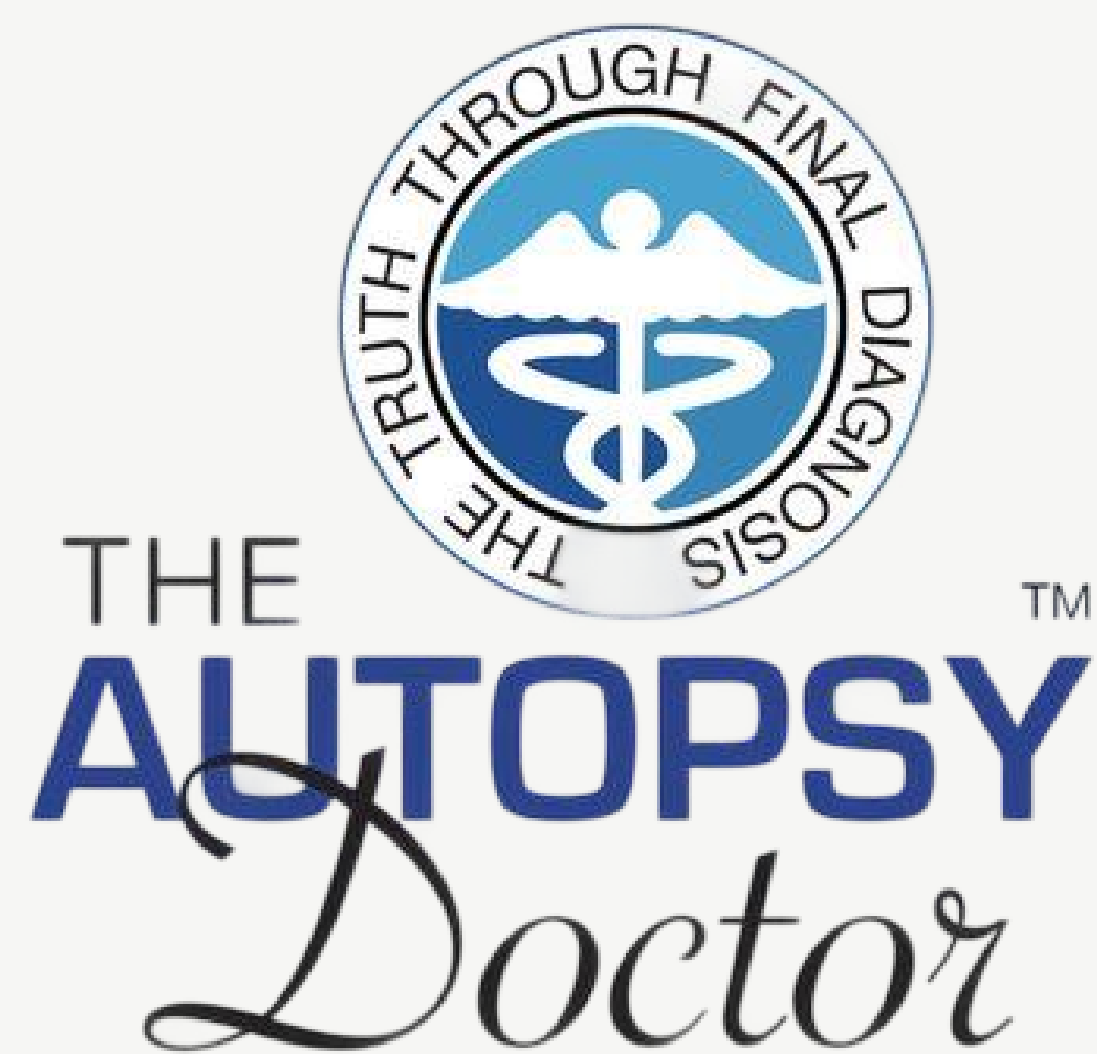


## Case Study

# How the Autopsy Doctor Saved \$20,000 Without Raising Prices



## The Problem:

High credit card fees were eating into margins on every transaction. With \$6,000 averages and \$240+ fees per payment, something had to change.

## The Solution:

With Flute, The Autopsy Doctor added ACH alongside credit cards on every payment link and showed clients the savings upfront. Most chose ACH, cutting more than \$20,000 in fees.

## About the Autopsy Doctor

The Autopsy Doctor provides independent autopsy services for families, legal professionals, and health care organizations. Based in Tampa, Florida, its mission is to provide answers, give families peace of mind, and serve as a valuable resource for other medical professionals and organizations.

## The Challenge

Credit card fees were eating into The Autopsy Doctor's margins. Because each transaction averaged \$6,000, processing fees regularly went above \$240 per payment. For a practice serving families through some of life's most difficult moments, there was no easy answer; absorbing the cost was unsustainable, but raising prices felt like the wrong solution.

In addition to processing fees, The Autopsy Doctor's staff was spending too much time chasing down payments. It was a slow, steady drain on a team that had better things to focus on.

## The Solution

With Flute, The Autopsy Doctor was able to give clients more ways to pay while also cutting down on processing costs. Every invoice now includes a payment link that offers both ACH and credit card options, with the cost of each shown side by side at checkout.

That transparency made it easy. Clients appreciated the choice, and most of them chose ACH once they saw how much it saved them. Payments started moving faster, follow-up dropped, and the team got time back — all without The Autopsy Doctor having to change its prices or how it runs its practice.



## The Results

In the first year alone, The Autopsy Doctor saved more than \$20,000 in processing fees. The majority of clients now pay via ACH, saving the practice hundreds per transaction. Administrative follow-up dropped as payments became simpler and more self-directed, freeing the team for more important work. Most importantly, rates stayed exactly where they were.

“Our clients appreciate having options, and they really like seeing how much they save,” says Marcie Schultz, Administrator at The Autopsy Doctor. “We saved over \$20,000 last year, which meant we didn’t have to raise our rates. It’s a win-win, and we save time too, because there’s less back-and-forth.”

With Flute, The Autopsy Doctor still runs the way it always has, but with tens of thousands in savings and more time for the team to focus on what matters most.



**We saved over \$20,000 last year, which meant we didn’t have to raise our rates. It’s a win-win, and we save time because there’s less back-and-forth.**

**Marcie Schultz**  
Administrator  
Autopsy Doctor



## Key Outcomes

**\$20k**

Saved on yearly processing fees

**\$240+**

Saved per ACH payment

**0%**

Price increase