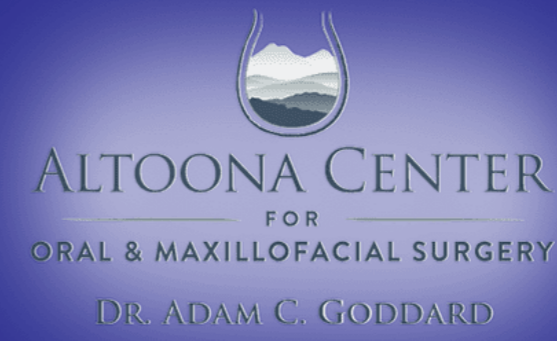


# Altoona Center for Oral & Maxillofacial Surgery



"Intiveo is built for the needs of an OMS office. Their ability to customize and match the messaging with the appointment type is a game changer. Intiveo's customer service is fantastic and set up took less than a week."

Mary, Office Manager



**75% increase**  
in confirmation rates



**1 Hour**  
in daily time savings



**95% uptick**  
in patient reviews

## OVERVIEW

Altoona Center for Oral & Maxillofacial Surgery is an Oral Surgery practice that prides themselves on care, commitment, and personalized service.

Altoona is an extremely busy office as there is only one other OMS practice in the area.

Prior to Intiveo, Altoona was using SolutionReach for their patient communication. They made the switch due to Intiveo's ability to customize for different appointment types, the new wellness screening surveys feature, and their strong partnership with PBHS and integration to DSN PMS. Intiveo worked with Altoona to get the practice up and running on their patient communication software in under a week.

## OUTCOMES

With Intiveo, Altoona has seen huge improvements across the board.

**75% increase in confirmations.** Patients are able to confirm via text, email, or voice.

**90% decrease in cancellations.** Intiveo's customized reminders allow patients to message ahead of time if they can't make an appointment, reschedule easily, and fill open spots.

**1 hour/day time saved.** Altoon no longer has to make phone calls to confirm appointments resulting in significant time savings.

**50% increase in forms being completed before appointments.** The Covid-19 wellness screening forms are a huge time saver and essential with the health regulations.

**95% increase in patient reviews.** Intiveo's reputation management feature allows Altoona to automatically follow up with patients post-procedure to garner feedback and solicit reviews.