

*"Not only has Intiveo decreased the number of calls we have to make, but it has also greatly reduced short-notice cancellations."*

**Cheryl, Office Manager**

## INTRODUCTION

Dentistry at Merritt, a busy dental practice with multiple locations in British Columbia, Canada, was looking for a way to streamline its appointment scheduling and communication with patients. Before discovering Intiveo, the practice relied on a combination of manual phone calls, text messages, and emails to manage its appointment bookings and reminders. The staff was burdened with time-consuming tasks and struggled to reach all of their patients in a timely manner.

## PROBLEM

Dentistry at Merritt faced several challenges, including:

- Time-consuming manual communication processes.
- Difficulty reaching patients through multiple channels.
- High costs associated with maintaining a dedicated cell phone for texting patients.
- Struggles with insurance companies and other administrative tasks.

## SOLUTION

Dentistry at Merritt discovered Intiveo at a Pacific Dental Conference (PDC) and was impressed by its features, particularly the customizable options and the use of real human voices for appointment reminders. They decided to give the platform a try.

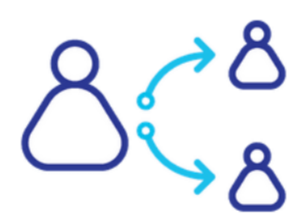
## RESULTS

Intiveo has provided numerous benefits for Dentistry at Merritt, including:



### Reduced time spent on appointment confirmations

Staff no longer spend up to an hour each day on the phone trying to reach patients.



### Streamlined communication

Intiveo's platform reaches patients through three main channels – phone, email, and text – at different times of the day, increasing the chances of reaching patients.



### Cost savings

The practice no longer needs to maintain a separate cell phone for texting patients.



### Improved patient satisfaction

Most patients appreciate the increased communication options and find it easier to confirm or reschedule appointments.



### Increased customization

Dentistry at Merritt can tailor Intiveo's features to their specific needs, such as sending links to sedation instructions or post-operative care.

Dentistry at Merritt has received overwhelmingly positive feedback from their patients since implementing Intiveo. They have also been able to use the platform to send out mass communications during emergencies, such as when their office was flooded, and when they reopened after COVID-19 restrictions were lifted.

## CONCLUSION

Intiveo has revolutionized Dentistry at Merritt's appointment scheduling and communication processes. The platform's affordability, customization options, and time-saving features have significantly improved both staff and patient experiences. With Intiveo, Dentistry at Merritt can now focus on providing excellent dental care instead of spending valuable time on administrative tasks.