

"Intiveo saves us human resource time by sending out customized, automatic appointment reminders, instructions, and intake forms. It's always a relief to open the schedule and see that the majority of appointments have already been confirmed, pre-screened, and have questionnaires completed prior to the patient setting foot inside our office. The support staff are top-notch and their ticket system makes it easy to request and track the progress of any issues when assistance is needed."

Ruby, Office Manager



80%
confirmation rate



70%
form completion rate



1 hour/day
in time savings

OVERVIEW

GRAFT Periodontics is a state of the art periodontal and implant surgery center located in Vancouver, British Columbia.

They are a fully digital practice, and are committed to providing attentive care for all their patients.

When GRAFT originally opened, they were doing all their patient communication manually. In 2017 the practice started getting busier and they needed a tool to help automate and streamline their communication. With Intiveo, GRAFT is able to automate and customize their messages by appointment type, including reminders, pre-op instructions, patient forms, and surveys.

OUTCOMES

With Intiveo, GRAFT has had hugely successful outcomes:

Decrease in unprepared patients. GRAFT is able to automatically send pre-op instructions that are customized to appointment type, resulting in a decrease of patients showing up unprepared for their procedure.

1 hour/day in time savings. With Intiveo, GRAFT does not have to make manual calls to patients to confirm appointments and relay pre-op instructions, resulting in a significant amount of time savings.

70% form completion rate. With Intiveo, GRAFT is able to send patient intake forms and gather all the required information prior to the appointment. They can then upload the information directly into the charts. This has been great for saving staff time and allowing patients more time to complete paperwork.

80% confirmation rate. Patients are able to confirm via text, email, or voice.

Ability to reschedule patients with symptoms. The Covid-19 wellness screening forms are a huge time saver and essential with the health regulations.

World-class patient communication technology. With Intiveo, GRAFT is able to automatically send out appointment reminders, confirmations, patient intake forms, pre-op instructions, and wellness screening surveys.