

Lakeside Pediatric Dentistry

lakeside PEDIATRIC DENTISTRY

"Intiveo is incredibly user-friendly and is customizable down to every last detail! With Intiveo, we have seen a huge improvement in recalls, and we now have an increased success rate of 70%."

Amy, Front Desk



80%
decrease in no-shows



70%
recall success rate



3 hours/day
in time savings

OVERVIEW

Lakeside Pediatric Dentistry is a premier pediatric dental office in Lake Oswego, Oregon.

They pride themselves in providing outstanding dental care for infants, children, adolescents, and patients with special needs.

Prior to Intiveo, Lakeside was using Eaglesoft for their patient communication. They were relying on manual emails and phone calls and decided to switch to Intiveo after struggling to successfully recall patients. They selected Intiveo for our automated reminders, customization, two-way chat feature, and wellness screening surveys.

OUTCOMES

With Intiveo, Lakeside Pediatric Dentistry has seen hugely successful outcomes:

80% decrease in no-shows. Lakeside is now able to automatically send multiple group reminders prior to appointments, significantly reducing no-shows. Patients' parents have had a great response to Intiveo, and especially appreciate the frequency of communication. The automated reminders also allow for ample time to reschedule appointments, avoiding unnecessary cancellations.

70% recall success rate. With Intiveo, Lakeside has been able to streamline and automate their recall process, resulting in significant improvement.

3 hours/day in time savings. Lakeside no longer has to make manual calls to parents to schedule patients for their next appointment, resulting in a huge amount of time savings.

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

Two-way chat allows parents to communicate using the method they prefer. Lakeside has found that their patients' parents prefer to use text messages over email and Intiveo's two-way chat has allowed them to communicate in real-time, which saves a tremendous amount of time.

Uptick in patient reviews. With the Social Review Add-On, they can automatically follow up with parents post-appointment to garner feedback and solicit reviews.