

Oral and Facial Surgeons of Illinois



ORAL & FACIAL SURGEONS OF ILLINOIS
ORAL, MAXILLOFACIAL & IMPANT SURGERY

"It just makes the day-to-day things for the office a lot easier to use; it's a very big time saver."

Chelsea, Practice Manager



Transition to Intiveo saved her team hours daily by streamlining referral management and patient communication.



Facilitated efficient coordination between doctors and referring dental offices.



Customization and user-friendly interface significantly improved operational efficiency and staff satisfaction.

Overview

Oral and Facial Surgeons of Illinois (OFSI) prides itself on delivering high-quality, compassionate care. To maintain this standard, they needed a communication platform that not only streamlined patient interactions but also enhanced their referral management processes. Previously, the practice faced challenges with manual referral management through emails and a separate patient communication system that lacked integration and flexibility.

OFSI chose Intiveo for its comprehensive solution that addressed both their patient communication and referral management needs in a unified, user-friendly platform. Chelsea, the practice manager, highlighted the ease of transition and the immediate benefits seen by both the front office staff and the management team.

Seamless Communication and Enhanced Patient Interactions

OFSI experienced significant improvements in their daily operations with Intiveo. Key features that transformed their practice management include:

- **Efficient Referral Management:** Intiveo's referral management system allowed for an organized, searchable database of referrals, cutting down on phone calls and manual email searches. This was particularly valuable for a busy practice like OFSI, dealing with a high volume of referrals and needing to maintain close coordination with referring dental offices.
- **Integrated Patient Communication:** Switching from a disjointed patient communication system to Intiveo enabled OFSI to send automated texts and emails for appointment reminders, pre, and post-op instructions directly to patients, significantly reducing no-shows and enhancing patient preparedness for procedures.
- **Customizable Messaging:** Intiveo's flexible messaging options allowed OFSI to tailor their communication according to their office's schedule, avoiding unnecessary messages during off-hours and ensuring that reminders were timely and relevant.

The switch to Intiveo not only saved the practice time and resources but also contributed to a smoother, more reliable communication flow between the staff, patients, and referring offices. Chelsea noted the ease of use and the time saved as major benefits, emphasizing how Intiveo helped keep the office running smoothly even during busy periods.

Conclusion

For Oral and Facial Surgeons of Illinois, Intiveo proved to be more than just a software solution; it became an integral part of their mission to provide exceptional care. By adopting Intiveo, OFSI not only streamlined their internal processes and patient communications but also strengthened their relationships with referring dental offices. The practice has seen tangible improvements in operational efficiency and patient satisfaction, underscoring Intiveo's role as a valuable partner in their ongoing success. Chelsea's experience with Intiveo reflects its impact: "It's a very big time saver," underscoring how Intiveo has become indispensable to their daily operations and overall practice management strategy.

Improving patient communication for over 14,000 providers



Schedule a 30 minute meeting to learn more

Intiveo offers customizable procedure based messaging, mass notification sending, 2-way chat functionality, no character limit text messaging, pre-built messaging templates, and more!

[Book a 30-Minute Meeting](#)