

# Central Valley Dental Implant & Oral Surgery Institute



CENTRAL VALLEY  
DENTAL IMPLANT  
& ORAL SURGERY INSTITUTE

*"Intiveo is a great service for OMS offices. The ability to send pre-op and post-op instructions for the exact procedure has been great! Patients now arrive more prepared for their appointments."*

Breana, Implant Treatment Coordinator



**50% increase**  
in confirmation rates



**28% increase**  
in patients following  
pre-op instructions



**70% increase**  
in patients completing  
paperwork before appointment

## OVERVIEW

Central Valley Dental Implant & Oral Surgery Institute is a full scope oral and maxillofacial surgery practice with expertise ranging from dental implants to wisdom tooth removal.

Prior to Intiveo, Central Valley was using Lighthouse for their patient communication. They decided to make the switch due to Intiveo being more tailored to OMS unlike other tools that are primarily geared toward General Dentistry. They selected Intiveo for our ability to message pre and post-op instructions for specific procedures and our tight integration with their OMS software.

## OUTCOMES

With Intiveo, Central Valley has seen huge improvements across the board.

**28% increase in patients following pre-op instructions.** Prior to Intiveo, Central Valley was unable to message pre-op instructions, and instead had to manually call every patient. Now they are able to text both the instructions and confirm appointments, resulting in 98% of patients arriving to procedures fully prepared.

**10% increase in patients following post-op instructions.** Central Valley now messages patients customized post-op instructions 2 hours after appointments. They additionally send patients home with a paper copy to fully ensure procedures are successful.

**50% increase in confirmation rate.** Patients are able to confirm via text, email, or voice.

**70% increase in patients completing paperwork before appointment.** This change has been great for saving staff time and allowing patients more time to complete paperwork.

**1 hour/day in time savings.** Central Valley no longer has to manually call patients to confirm appointments and relay pre-op instructions, resulting in a significant amount of time savings.

**Two-way chat allows patients to communicate using the method they prefer.** Central Valley loves being able to use the 2-way chat feature to talk with patients when they are unable to get them on the phone. The templates make it especially convenient as they can copy and paste messages they use all the time.