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Dr. Priveer Sharma



Seamless onboarding process



Customize by appointment type



Improved patient experience

## OVERVIEW

Sharma Oral Surgery is a full scope oral and maxillofacial surgery practice with expertise ranging from wisdom tooth removal to corrective jaw surgery and dental implant reconstructive surgery.

Prior to Intiveo, Sharma tried a number of different patient communication software, including Sesame and Demand Force. None of the tools they tried were able to handle their intricate procedure-based communication. They instead were all geared towards GPs.

Sharma decided to make the switch to Intiveo primarily based on our ability to send customized pre- and post-operative instructions by appointment type.

## OUTCOME 1

***"I've worked with every platform there is, and Intiveo's onboarding process is the best in the industry. The time commitment from my practice was minimal. Our Enablement Manager did all the setup for us, so we could just come in and review it"***

Sharma was able to onboard with Intiveo in just 3 short phone calls. They discussed their goals, shared their existing messages, and their Enablement Manager was able to complete the setup for them.

## OUTCOME 2

***"I really appreciated Intiveo's willingness to customize the software to what our practice needed, instead of pushing us to use a standard model"***

One of the primary reasons Sharma decided to switch to Intiveo, is that the software is built specifically for specialty practices like oral surgery. For example, Sharma is now able to customize how they use Intiveo's Recall feature, and send out post-operative instructions by appointment type.

## OUTCOME 3

***"Intiveo has allowed us to add an additional layer of communication that helps us build a better relationship with our patients"***

With Intiveo, Sharma now is able to send out pre- and post-operative instructions on top of the manual calls they make. This allows them to add an additional layer of communication, to further help improve their patient care.