

A Tale of
Two Dental
Practices:

The **intiveo.**
Difference

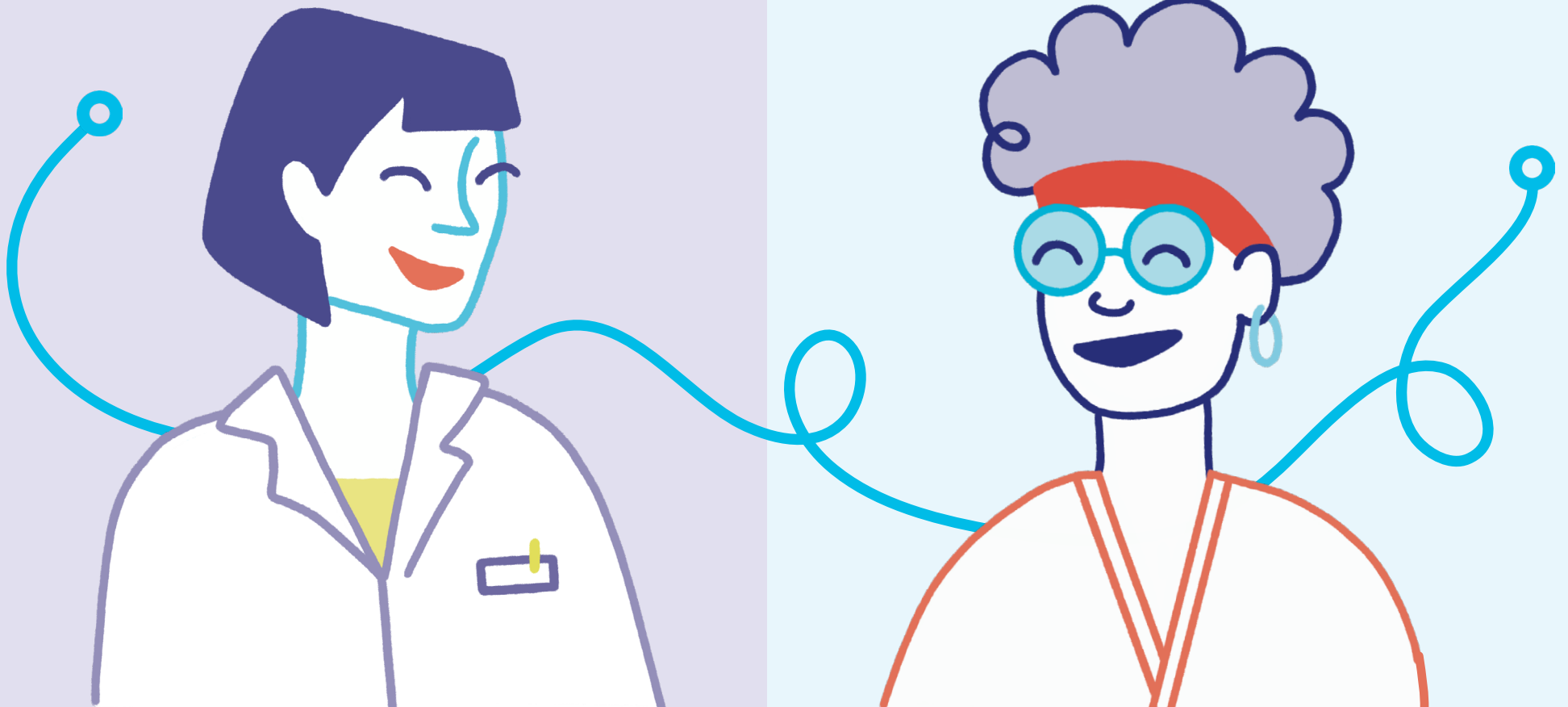
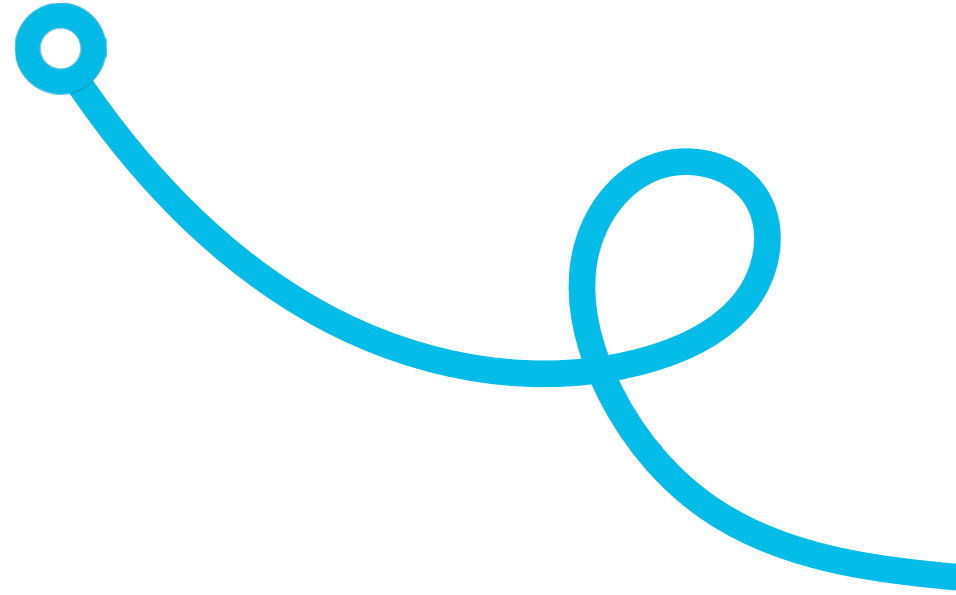


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Introduction

Running a dental practice is no easy feat, especially when you're juggling everything from appointments to communications to administrative tasks.

But fear not! It's 2023 and there are solutions available to help dental practices streamline workflows, improve efficiency, and ultimately grow the business.

In this guide, we'll take you through a day in the life of two dental practices - one using a patient engagement solution and one that isn't! You'll learn about the benefits of these tools, and how they can help make managing a dental practice more efficient and effective.

Whether you're a seasoned dental professional or just starting out, this guide is designed to help you learn about the latest solutions to improve your practice!



Meet *OldSkool Dental*

Do you run your dental practice the “old-fashioned way”, or know anyone who does?

You're not alone; Meet OldSkool Dental, a traditional dental practice that prides itself on providing excellent care for their patients!

But with manual phone calls, emails, and administrative tasks on top of greeting patients, the team at OldSkool Dental can sometimes feel like they're spinning their wheels.

As the dental receptionist at OldSkool Dental, Denise arrives at work every morning to find a pile of messages waiting for her on the answering machine. She takes a deep breath, knowing she'll have to listen to every message to check for new appointment requests, cancellations, or changes.

It's a time-consuming task, but an essential part of her daily routine.



Meet *Avant-Garde Dental*

Welcome to Avant-Garde Dental, where the team is always on the cutting edge of dental technology!

By leveraging patient engagement software, the staff at Avant-Garde dental can easily communicate with patients, automate appointment reminders, and free up more time for more crucial tasks.

The patient's experience is their priority, and Avant-Garde strives to make the patient journey as stress-free as possible.

Avant-Garde Dental's receptionist Desiree starts her day with ease because automated reminders been sent to patients, giving her more time to focus on their needs in-person.

With just a quick check of the chat feature, Desiree can see if any patients have requested to re-schedule, without the need for endless voicemail messages. It's a game-changer for her and for the patients who rely on Avant-Garde Dental.



Appointment Confirmations



After listening to voicemails, Denise logs into the practice management system to begin her most time-consuming task of the day - confirming upcoming appointments.

She manually calls each patient, working her way down the long list, but the team at OldSkool Dental knows that this personal touch is important to make sure that patients receive the care they need. It's a lot of work, but Denise tackles it with a smile on her face (and a little bit of caffeine!).

But what if there was a way to keep that personal touch and automate these time-consuming processes at the same time?



At Avant-Garde Dental, the patient engagement software takes care of sending automated appointment reminders to patients.

This means that when Desiree arrives in the morning, she doesn't have to spend time making manual confirmation calls - the tool has already done the work for her!

This frees up more time for Desiree to focus on building lasting patient relationships!



When patients arrive at OldSkool Dental, Denise manually checks them in and hands them forms to fill out.

For new patients, this can be a time-consuming process that takes away from their appointment time.

However, the team at OldSkool dental knows that forms are a key factor in ensuring that patient information is up to date.



Patient check-ins at Avant-Garde Dental are made easier with digital forms!

With this tool, patients can fill out forms before their appointment at their convenience, reducing the amount of time spent in the waiting room.

This helps create a seamless and efficient experience for both the patient and staff.



Reputation Management



Patient feedback is extremely valuable to OldSkool Dental.

While they're dedicated to providing excellent care, they know there's always room for improvement.

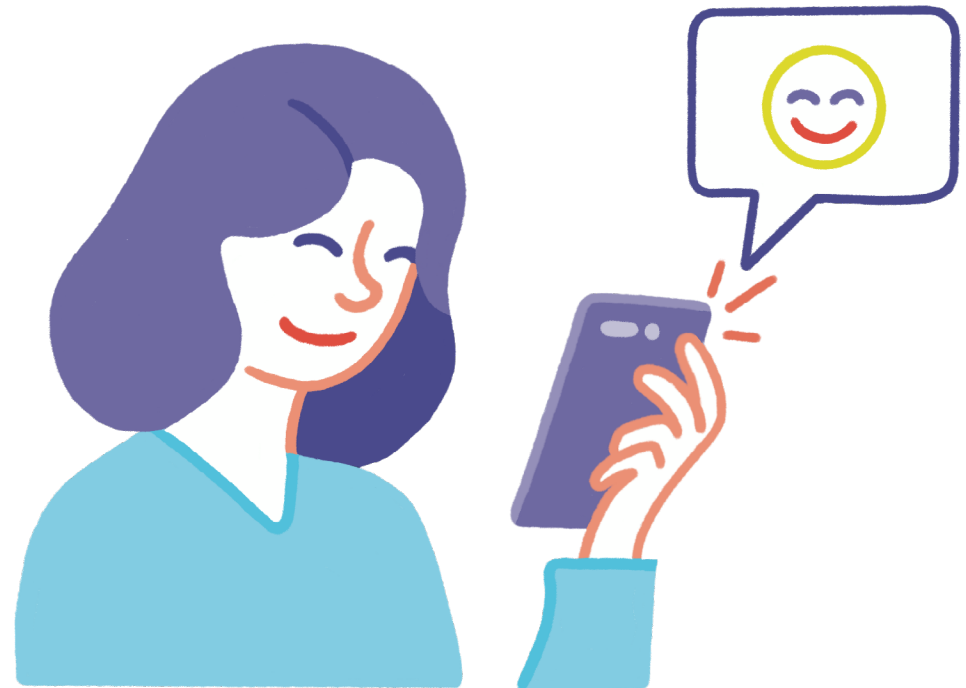
This is why Denise takes time to ask patients to complete satisfaction surveys and online reviews after their appointments, but it can be a lot to manage on top of her other responsibilities. And sometimes - patients forget, too!



At Avant-Garde Dental,

Desiree doesn't have to worry about requesting patient reviews because the patient engagement software automatically sends out satisfaction surveys post-appointment.

Happy patients are prompted to leave online reviews, while those who might have had a less-than-stellar experience are connected with the practice to address any concerns. It's a hassle-free way to ensure that everyone's voice is heard!



The Intiveo Difference

At Intiveo, we are passionate about engaging patients and helping dental practices thrive.

We understand the challenges of running a busy practice, and our mission is to provide innovative solutions that streamline processes and enhance patient engagement. Through automated reminders, two-way chat, reputation management tools, and beyond, Intiveo empowers practices to provide a more convenient and personalized experience for their patients!

Lastly, we want to thank you for downloading this guide. Whether you already use Intiveo or not, we hope that the information we provided has been insightful and helpful to you. As always, our goal is to help dental practices provide the best possible patient experiences, and we appreciate your interest in learning more about how to achieve that. Best of luck in your journey!

