

"Intiveo saves our receptionists at least 1 hour of work per day, allowing them to focus on providing better care for our patients."

Cindy, Manager Coordinator



Ability to track doctor referrals online



Reduced phone calls and more open phone lines.



1 hour/day in time savings per receptionist

Centre Dentaire Caron faced challenges in efficiently managing appointments, patient communication, and with managing doctor referrals. They used Dentitek as their PMS, which had limitations in these areas, leading to increased workload for the clinic's secretaries and a suboptimal patient experience.

After receiving positive feedback from a colleague, Centre Dentaire Caron decided to implement Intiveo, a comprehensive patient engagement platform, in December 2022. The platform was integrated into the clinic's operations and staff quickly became proficient in using the software within two weeks.

### Intiveo's Referral Management Add-On:

Centre Dentaire Caron was particularly interested in Intiveo's referral management add-on. This feature enables the clinic to manage requests and the reception of referrals online, greatly simplifying the process. The front desk staff use this tool daily, and it has had surprising benefits, such as:



#### Ability to track doctor referrals

Referring clinics can track the status and progress of their requests online, reducing the need for phone calls.



#### Reduced phone calls and more open lines

Intiveo reduces phone call volume on both sides, saving time for the clinic's receptionists. Patients have appreciated the ability to confirm appointments via text.



#### 1 hour/day in time savings per receptionist

Their team no longer has to make manual calls to confirm patients for their appointment, resulting in a huge amount of time savings.

Intiveo, with its referral management add-on, has significantly improved Centre Dentaire Caron's appointment management, patient communication, and referral management processes. The software has not only saved time for the clinic's secretaries but has also enhanced the patient experience. Centre Dentaire Caron highly recommends Intiveo to other dental clinics looking to streamline their operations and improve patient satisfaction.