

Minto Oral and Maxillofacial Surgery



"Intiveo is probably the easiest system I've ever dealt with"

Brittany, Front Office Staff



Minto OMS has enjoyed efficient communication, particularly with Intiveo's blast feature.



Intiveo's reliable messaging system has meant zero delays in reaching patients.



The ability to customize has been a valued asset for Minto OMS.

OVERVIEW

High-quality, compassionate care is the primary focus at Minto Oral and Maxillofacial Surgery.

In order to deliver on this promise, their team required a reliable communication platform that would facilitate patient interactions as well as streamlining their internal processes. Their previous platform, Weave, was complicated to use and resulted in delayed responses from the team, much to their frustration.

Minto OMS chose Intiveo for its user-friendly communication platform - and they have not been disappointed. "Intiveo offers exceptional user-friendliness," reports Brittany, a front-of-office staff member.

Seamless Communication and Enhanced Patient Interactions

After a lot of frustration and lost work time with delayed text messages, limited customization options, and unsatisfactory customer service, Intiveo was very impactful for Minto OMS. The ability to send and manage texts seamlessly has been a particularly valuable asset. Several of Intiveo's key features are now important parts of Minto OMS' everyday practice management, including:

Prompt messages: Intiveo's reliable messaging system ensured that messages were sent without delays, unlike their previous experiences with Weave.

User-friendly design: The platform's easy-to-use interface made it simple for the team to learn and use.

Customization: The team enjoyed Intiveo's custom office setups, which allowed them to make changes without needing to call customer support constantly.

Efficient communication: The office utilized Intiveo's "blast" feature to send messages to multiple patients simultaneously.

Of immense value to Minto OMS has been Intiveo's customer care. Intiveo's high level of responsiveness has facilitated the quick resolution of any issues or questions. They have developed a strong sense of trust in Intiveo's platform and support team.

CONCLUSION

Intiveo provided Minto OMS with an invaluable tool to streamline their processes and improve overall efficiency. By adopting Intiveo, the office enhanced its patient interactions, experienced no complaints, and found a reliable partner in ensuring a smooth patient experience. As Brittany says, "I am impressed by the reliability and performance of Intiveo, it has truly been an outstanding solution."