

Managing Multiple Locations?

Our Guide to How Software Makes the Difference

intiveo.



The Challenge of Multiple Locations

The challenges of creating a successful multi-location practice or DSO are unique.





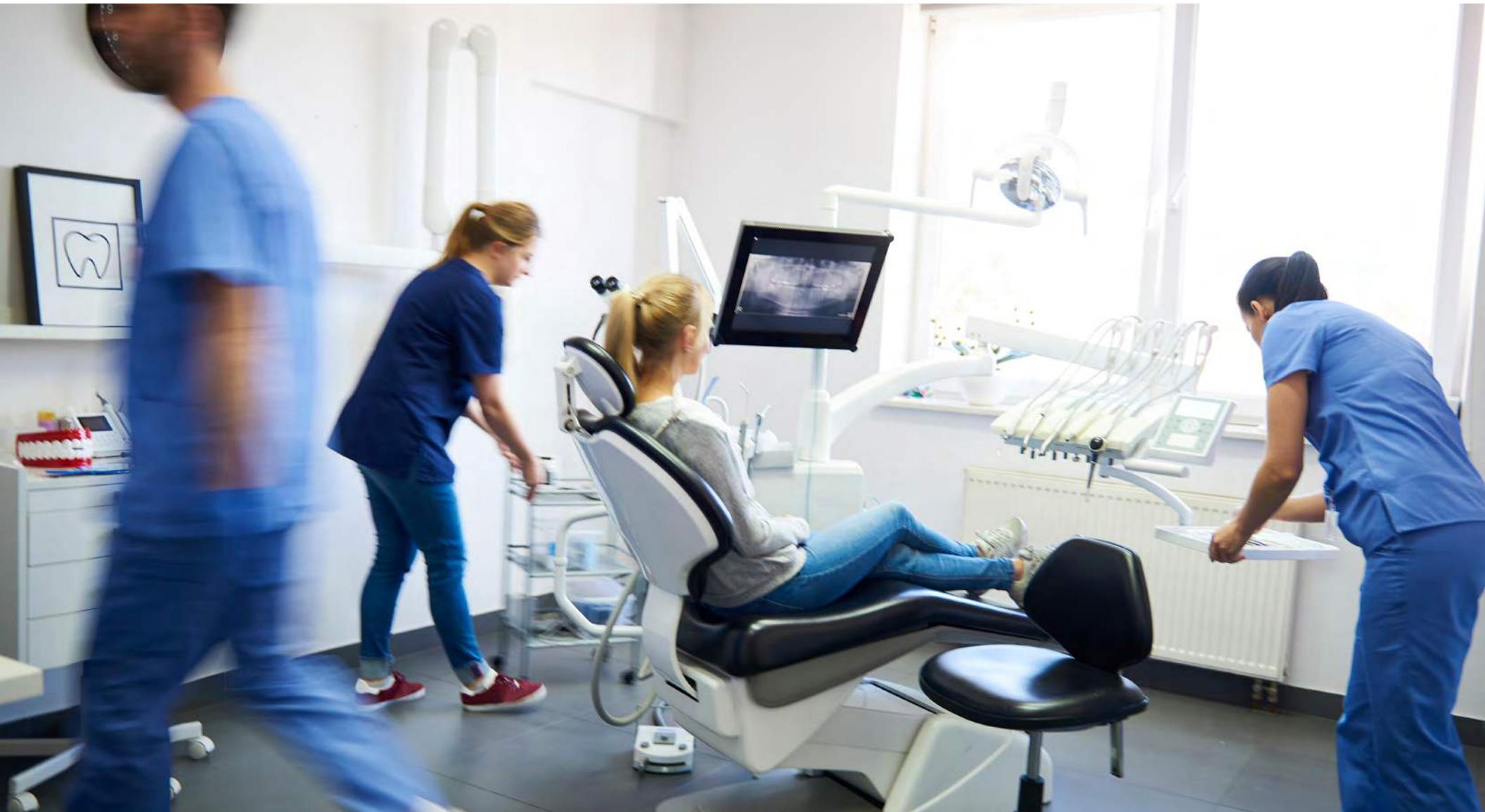
While these two types of organizations are not identical, they do share many similarities. Namely, both multi-location practices and dental service organizations have to work carefully with each location to create a cohesive experience.

In other words, you want to know that if a patient who is a regular at one practice has to go to another of your practices, they will receive a similarly high level of service at both.

After all, a dental practice is both a business as well as a healthcare provider. Dental patients are a particular case, because they are both patients and customers at once. And, patient engagement is healthcare's version of great customer service.

Why the Patient Experience Matters

Why does engaging with your patients matter? Why is the patient experience important in the first place? What does 'patient engagement is healthcare's version of great customer service' actually mean?





It goes without saying that showing patients that you value them makes a huge difference to how they feel about their experience at your office. This is the foundation of patient engagement. Engaging with your patients shows them how much you care.

Dentists are highly-skilled professionals, with a great deal of technical training and knowledge. Delivering great oral healthcare is not hard for them. The patient experience is important because it is what sets your practice apart from the competition.

Patient engagement has a lot of benefits, including:

- Patients feeling cared for and listened to, which leads to loyalty
- Preparedness for appointments, which contributes significantly to successful appointment outcomes
- Patients feel like their feedback matters, which encourages them to become advocates for your practice

Patient engagement involves a lot of elements, including:

- Contact between appointments
- Communicating by the patient's preferred method (phone, text, or email)
- If possible, communicating in the patient's first language
- Using an appointment reminder cadence that fits the appointment type
- Actively asking for feedback and incorporating that feedback into your practice





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Imagine if every patient you are responsible for could expect this high level of patient engagement every time they walked through the door of one of your practices. Imagine if their patient experience was reliably consistent.

This is where patient engagement software comes in.

Finding the Right Tools

Offering this kind of cohesive, consistent patient experience becomes that much more possible when you have the right tools.



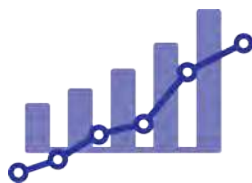
This is where patient engagement software can really change the game.



The high level of engagement necessary for an excellent patient experience becomes possible through automation.



Using the same software tool, especially if it offers the ability to centralize data, is key.



Creating these streamlined workflows increases efficiency at every single practice. It all goes back to curating the same experience at every practice. Utilizing software permits your practice or DSO to deliver the same level of efficiency at every location.

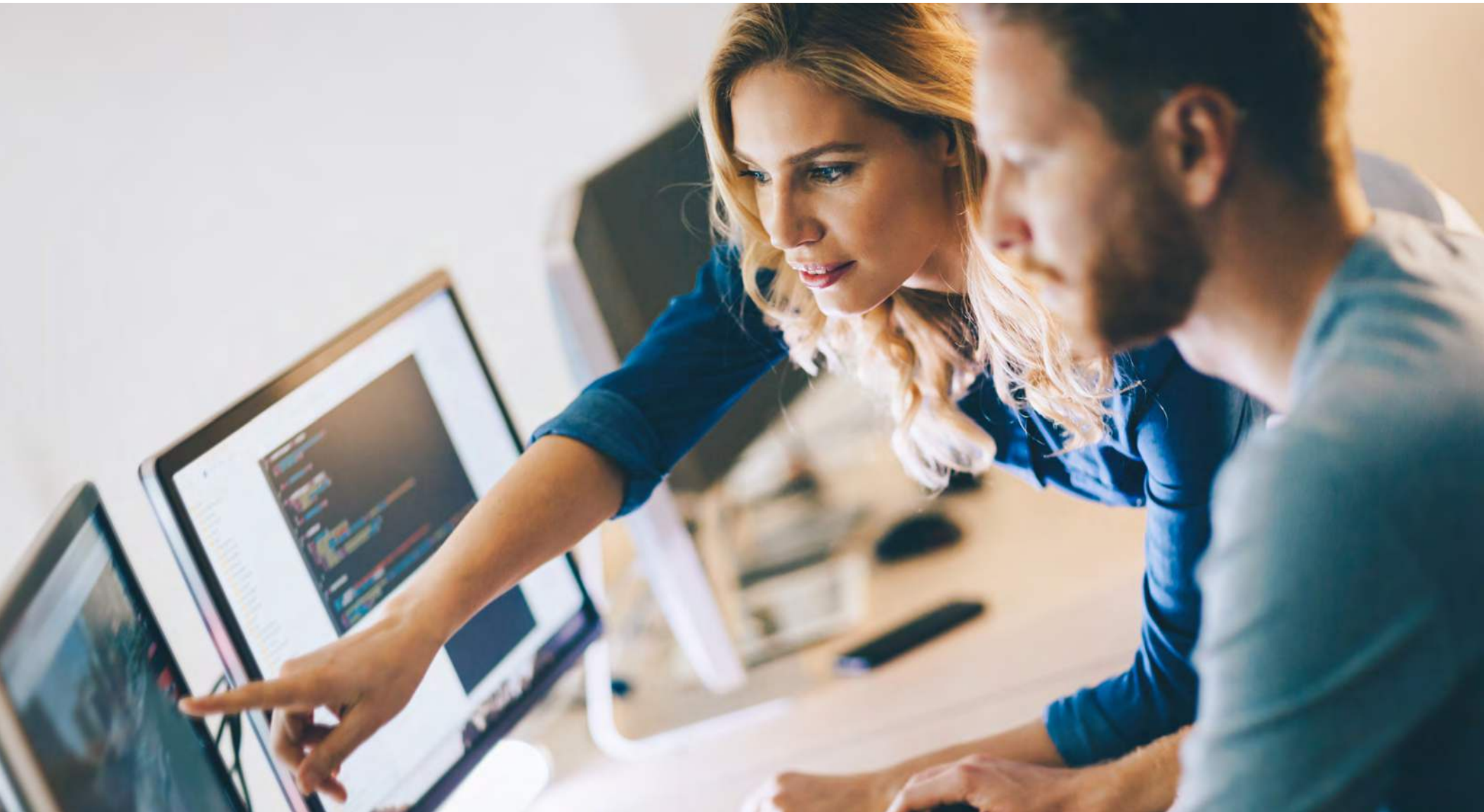



One of the greatest gifts of patient engagement software is automation. This allows you to create detailed, personalized messages for your patients with a few simple clicks. This permits your staff to streamline workflows.

Where Intiveo Fits In

"We don't aim to teach you our product. We teach our product how you work."

Josh DeVries, Intiveo co-founder and CEO



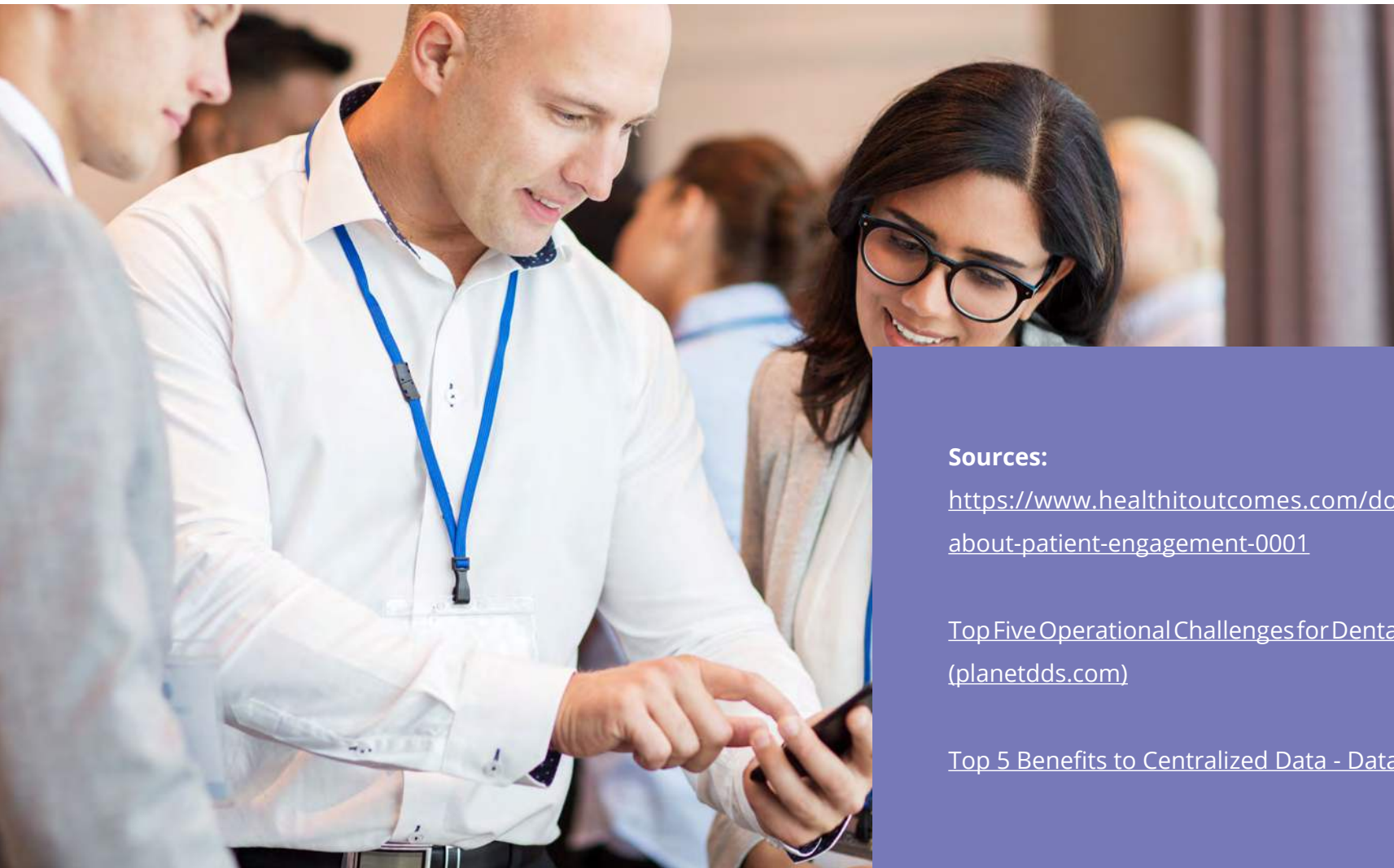
A close-up photograph of a woman with dark hair, wearing a blue denim button-down shirt. She is holding a black smartphone in both hands and looking at the screen with a slight smile. The background is softly blurred, suggesting an indoor setting with natural light.

Intiveo's founding team of four includes brothers Josh and Nathan DeVries. Dental software is in their blood: they are the sons of Ted DeVries, founder of Power Practice. Intiveo is already the first choice for OMS providers and academic dental institutions across Canada and the United States, as well as being the software of choice for many general practitioners and specialists alike.

With Intiveo, you choose to elevate the patient experience by investing in patient engagement. We offer you the capability to:

- See a detailed analysis of your practice via the dashboard
- Contact patient by phone, email, or text
- Stay in touch with patients in real time via 2-way chat
- Customize messaging according to both patient and appointment type
- Automate complex messaging cadences
- Remain fully compliant with all applicable regulations
- Plus, Intiveo integrates fully with your patient management software!

We are excited to launch our new DSO product on October 18th. This new product will offer everything that sets Initveo apart, tailored specifically for the complex needs of the DSO.



Sources:

<https://www.healthitoutcomes.com/doc/the-shocking-truth-about-patient-engagement-0001>

[Top Five Operational Challenges for Dental Service Organizations \(planetdds.com\)](#)

[Top 5 Benefits to Centralized Data - Data Ideology](#)