

Marcotte Médecine
Dentaire



“Our Google reviews have already increased considerably. The speed and efficiency of our secretaries for confirmations is remarkable since everything is now done automatically which allows them to focus their time elsewhere. The new, more modern look of our messages has already earned us many positive comments from our patients.”

Jessica, Office Manager



43% increase
in online patient reviews



3X
in time savings



World-class patient
communication technology.

OVERVIEW

Marcotte Dentistry has been practicing dentistry in the Vaudreuil-Soulanges region since 1980. Equipped with the latest technologies and supported by a team of qualified professionals, Marcotte Dentistry offers their patients the best so that they leave with a smile.

Prior to Intiveo, Marcotte was using Outlook for their patient communication. This unfortunately was not very efficient as it required writing messages manually for each patient. Their primary goal when looking for a patient communication tool was to help their practice improve efficiencies and boost their online reviews.

OUTCOMES

Since onboarding with Intiveo, Marcotte has had hugely successful outcomes:

43% increase in online patient reviews. Prior to Intiveo, Marcotte had received 47 Google reviews over a 4 year span. With Intiveo's social review add-on, they are automatically able to follow up with patients post-appointment to garner feedback and solicit reviews. In the 2 months Marcotte has been using this feature, they have received 20 Google reviews.

3X in time savings. With Intiveo, Marcotte no longer has to manually create or send emails, resulting in a significant amount of time savings.

Decrease in operational costs. Marcotte is able to easily create their messages with the drag and drop email builder, and create automated customized message sequences by appointment type. They are now able to do all this directly from their Intiveo Software, which saves staff time to focus on patient care.

Increase in confirmation rate. Patients are able to confirm via text, email, or voice.

World-class patient communication technology. With Intiveo, Marcotte is able to automatically send out appointment reminders, confirmations, post-op advice, and medical questionnaires.