

805 Dentistry replaced Demandforce & Dental Intel with Adit & **reduced no-shows by 80%**



Meet 805 Dentistry

Located in Thousand Oaks, California, 805 Dentistry delivers high-quality, patient-centered dental care with a strong focus on communication and patient experience. Dr. Radfar and his team provide comprehensive general dentistry services while continuously improving the patient experience before, during, and after appointments. Before Adit, the practice used Demandforce and Dental Intel for patient communication. While both platforms handled basic reminders and outreach, the team wanted a software that felt easier to use. They also needed a solution that integrated easily with Dentrix and could support future growth without breaking the bank. After seeing Adit in another practice, Dr. Radfar quickly recognized the difference in usability and value.

Challenges

- Managed patient reminders, confirmations, newsletters, and reviews with disconnected systems (Demandforce & Dental Intel)
- Spent valuable front desk time manually calling patients to confirm appointments
- Lost productivity to daily no-shows & last-minute schedule changes
- Check-in delays and waiting room bottlenecks caused by paper intake forms
- Needed a scalable patient communication platform with seamless Dentrix integration and a better price point

Results

10-15
minutes/patient

Saved with digital forms

3 Hours/
week

Saved by eliminating manual appointment reminder calls

30%

Generated total Google reviews within 9 months

80%

Reduced no-shows with automated appointment reminders

80%

Boosted appointment confirmations using automated text confirmations

90%

New patients complete forms digitally before arrival

I liked Adit's interface better immediately. Everything felt more effortless and easier to use, and the price point made more sense for everything it offered. It gave us the communication tools we needed while also giving us the flexibility to expand into more features later.



Dr. Dar Radfar
DDS, Practice Owner

Life before Adit

Before implementing Adit, the team at 805 Dentistry spent too much time chasing confirmations and managing communication manually. Front desk staff called patients every day to confirm appointments, while missed voicemails and forgotten appointments created constant schedule disruptions. New patient paperwork also slowed the office down. Patients commonly arrived without completed forms, forcing the team to delay tight time slots while they filled out paperwork in the reception area. On busy days with up to 40 patients, even small delays quickly added up. As the practice grew busier, Dr. Radfar realized it needed a faster, more modern way to communicate with patients.

The biggest frustrations were appointment reminders, communication with patients, and reducing the amount of time our team spent on the phone," explained Dr. Radfar. "We needed something automated that patients would actually respond to, especially through text messaging."

Adit to the Rescue

After implementing Adit, 805 Dentistry streamlined how patients interacted with the practice. Automated appointment reminders, texting, email campaigns, review requests, and digital forms replaced time-consuming manual processes and simplified communication for both staff and patients. The practice also appreciated how easily Adit integrated with Dentrix and how simple the dashboards and user interface felt for the staff to navigate. Dr. Radfar especially valued being able to access schedules remotely through the mobile app.

One of the biggest wins came from digital patient forms and text-based communication, which greatly improved appointment readiness and reduced front desk bottlenecks.

The three biggest things for us have been appointment reminders, review requests, and paperwork through texting," said Dr. Radfar. "Being able to use our custom forms has exceeded expectations because patients are completing everything before they walk in."

The Transformation

01 805 Dentistry Cut No-Shows by 80%

Before Adit, the practice regularly lost 1-2 appointments daily to no-shows. Those missed appointments created gaps in the schedule, disrupted production, and forced the team to adjust throughout the day. After turning on automated reminders and text confirmations, no-shows dropped dramatically to just one to two per week (an 80% reduction).

Patients now receive convenient text and email reminders and confirm virtually instantly. The result has been a far more predictable and efficient schedule for both doctors and staff.

The reminders help tremendously," noted Dr. Radfar. "Patients always tell us they appreciate getting them, and now we rarely deal with no-shows compared to before. It's made a huge difference for the practice."

02 Automated Texting Increased Appointment Confirmations from 50% to 90%

Before Adit, only about half of their patients confirmed appointments in advance. Today, 90% confirm before arriving. That improvement gives the team far more visibility into the daily schedule and reduces

uncertainty around who will actually show up. Instead of relying on voicemail callbacks, patients can simply confirm in seconds via text. For a practice seeing 30-40 patients per day, that level of predictability significantly improves operations.

Before, maybe 50% of patients were confirmed," continued Dr. Radfar. "Now it's around 90% because patients can confirm so easily through the text instead of listening to a voicemail and calling back.

03 Saved Significant Hours Every Week Using Automated Tools

The front desk staff used to spend part of every day manually calling patients to confirm appointments. Adit automated that process and now saves the team around 3 hours every week. Instead of spending time making repetitive calls, the staff now focuses more on patient experience, scheduling coordination, and supporting patients in the office. At the same time, Dr. Radfar gained peace of mind knowing reminders consistently go out without staff needing to manually manage every step.

Not having to call patients every day has been huge," said Dr. Radfar. "It saves our front office several hours every week and gives us confidence that patients are being reminded properly.

04 Digital Forms Help Patients Walk In Ready for Appointments

Before Adit, patients completed all paperwork after arriving at the office, which often delayed appointments and created scheduling bottlenecks. Today, 90% of new patients complete digital forms before arrival because Adit sends them directly via email and text. This new workflow saves the team 10-15 minutes per patient and enables appointments to start on time. The convenience of completing paperwork from their phones also creates a smoother first impression for new patients.

Patients love getting the forms by text message," concluded Dr. Radfar. "Most complete them before arriving, which saves us a lot of time and helps us stay on schedule. The custom forms have been especially valuable for our practice.