adit

# How one Practice reduced no-shows by 80% and saved 3 hours daily with Adit



## Meet the Practice

Nestled in the heart of Logan, Utah, is one of Cache Valley's top dental practices. The team delivers high-quality dental care and creates a smooth, stress-free experience that keeps patients coming back with a smile. But behind that excellence, the office was struggling with time-consuming manual workflows, inconsistent patient communication, and way too many missed appointments until Adit entered the picture.

## Challenges

- Frequent no-shows disrupting the daily schedule
- Time-consuming manual intake and communication processes
- Inefficient phone communication and appointment tracking
- Limited patient responsiveness to calls
- Missed opportunities from last-minute cancellations

## Results

**3+**
**Hours** saved daily using digital forms

**7%**
**Increase** in patient retention

**15%**
**Increase** in new patient growth year-over-year

**75%**
**Patients** now book online or by text

**80%**
**Decrease** in no-show appointments

*Adit was already here when I started, and thank goodness for that! It's helped us work smarter, not harder.*

Office Manager

# Life before Adit

Before Adit, the practice managed everything manually. No-shows were a frequent pain point. Patient forms, reminders, and communication had to be tracked and followed up on manually. The front desk staff was tied up on phones, chasing down confirmations and trying to fill last-minute gaps in the schedule, often unsu

> *From what I know, we didn't have a system that really tied things together. Adit was the first to come in and make it better.*

# Adit to the rescue

The team quickly leaned into Adit's unified platform. With digital forms, VoIP phones, texting, appointment reminders, and an ASAP list built in, the practice suddenly had the tools to reduce chaos, connect faster with patients, and reclaim their time.

> *Patients don't always want a call," explained the office manager. "Most of them prefer a text. And now, they actually respond! That's been a huge shift.*

Adit integrated seamlessly with Dentrix, the practice's PMS, making scheduling smoother and keeping patient records synced. The team spent less time tracking down paperwork and scrambling after no-shows. They could focus on what they do best: patient care.

# The transformation

## 01 3 Hours Saved Every Day

With digital patient forms, the team no longer needs to spend time entering info manually. Each form saves about five minutes per patient, which adds up to 3+ hours a day saved on paperwork alone.

> *For the patients who do fill them out before their visit, it's amazing," said the office manager. "The forms go straight into their files. It's a huge time-saver.*

## 02 Smoother, Faster Communication

Using Adit's VoIP phone system with Call Tracking and two-way texting, the team became more responsive and efficient.

> *Call tracking is super helpful; we know who's calling before we pick up. It's pretty slick," said the office manager. "When we miss a call, we follow up with a text right away. That's when we usually hear back. Patients love it.*

Adit's ASAP list helps fill cancellations the same day, and online scheduling takes the pressure off the phones while giving patients the flexibility they expect. In fact, 75% of appointments are now booked online or via text.

> *We hardly ever miss an appointment anymore. If someone cancels, we can usually fill that spot within the same day.*

# 03 No-Show Rates Plummeted, New Patients Jumped

Automated appointment reminders and text communication helped the practice reduce its no-show rate by a jaw-dropping 80%.

> *I know it sounds high, but it's true. Before Adit, no-shows were a real issue," explained the office manager. "Now, patients get reminders a few days out, and the day before, it's made a massive difference.*

Over the past year, the practice's reputation and patient satisfaction have fueled a 15% increase in new patients, many of whom come through referrals. Thanks to streamlined operations and clear, modern communication powered by Adit, the practice consistently leaves a lasting impression.