

From 4 systems to 1: How Adit helped Arnold Dentistry cut admin taskload by 75%



Meet Arnold Dentistry

Based in Brandon, Florida, Arnold Dentistry delivers personalized care with a warm, multilingual team fluent in English, Spanish, and Russian. Like many practices, they had grown used to managing separate systems for texting, phone calls, and reviews.

That changed when an Adit representative reached out and shared references from other dental offices. After speaking with peers and hearing their success stories, the team decided to make the switch.

What sealed the deal? Exceptional customer service and the chance to consolidate four vendors into one cost-effective platform. It wasn't about fixing a problem. It was about working smarter.

Challenges

- No call tracking or centralized tools
- High no-show rate and slow review growth
- Time-consuming admin workload
- Managing 4 separate systems for communications and operations

Results

4

Vendors replaced
with Adit

5X

Increase in online
reviews

25%

Time saved daily
with call tracking

30%

Increase in treatment
acceptance

50%

Decrease in
no-shows

75%

Reduction in
admin task time

If your practice is considering Adit, it's definitely going to make your workflow more efficient, reduce no-shows, and improve how you connect with patients.



Nadia Mitchell
Office Administrator

Life before Adit

Before using Adit, Arnold Dentistry used Yappi for texting and forms, MetroFax for faxing service, a separate VoIP company for phone calls, and a third platform for review collection. Some systems didn't sync with their PMS, EagleSoft. Like many other dental practices, switching between systems was routine and felt like the norm.

"We were nervous to switch because change can come with setbacks and the risk of downtime," admitted Nadia. "But Adit exceeded my expectations. Everything was up and running within 24 hours."

The transformation

01 One System, One Login, 75% Less Admin Time

With Adit's Call Tracking feature, the front desk team can revisit any conversation to clarify miscommunications or follow up more effectively. Adit's text messaging system is also a significant upgrade, alerting all logged-in team members immediately when a message arrives.

"Call Tracking alone has saved us 25% of our daily time," noted Nadia. "Texting is 75% better than what we had before."

02 Built-in eFax for Better Document Management

Replacing MetroFax with Adit's integrated eFax feature has made secure, HIPAA-compliant communication with third parties, like the VA, far easier. Now, faxes appear directly in Adit and also trigger an email alert, ensuring nothing is missed.

"I use the eFax feature all the time," said Nadia. "It's all in one place, and I never have to log in to a separate site or worry about missing something important."

03 Big Wins in Reviews and Show Rates

Using Adit's review tool Pozative, Arnold Dentistry increased its online reviews from 30 per year to 280 in just 18 months. Automated reminders have also helped reduce no-shows by 50%.

"Before Adit, it was difficult to get patient reviews," said Nadia. "According to my Pozative dashboard, we've received 280 new reviews since switching to Adit. That's five times more per year than we had before."

03 Mobile App That Drives Productivity

Nadia uses the Adit mobile app daily at work and from home. One feature that surprised her was the real-time CareCredit data, which shows if a patient has available credit. This insight helps the team schedule and guide patients toward care more effectively.

"I check the app every day and it comes in handy when I'm out of the office and need to check schedules," said Nadia. "We've also been using the CareCredit integration. It's easy to check patient info and share treatment plans. It's helped us boost treatment acceptance by about 30%."