



If you're looking for responsive customer service, customizable communication with your patients, and overall efficiency at the most cost-effective rate, Adit is the way to go.

Emily, Patient Coordinator



Dental



Westfield, Indiana

## AVA Dental

90 days after ditching Weave: AVA Dental gains 25% more patients with Adit

### Challenges

- Ongoing issues and **delays with Weave's customer service**
- **20%** of weekly production lost to **no-shows**
- Low online visibility and **few reviews**
- Slow, manual check-in processes and **inefficient onboarding**

### Solutions

- **Adit's automated tools** streamlined scheduling, onboarding, communication and review requests.
- **Digital patient forms integrated with Open Dental** save the team 5 hours/week.
- **Mobile App** access gave off-site leadership better oversight and faster response times.
- **Customer success representative and timely support** dedicated to growth and overall satisfaction.

### Results

**\$66K**

**Increase in production**  
within 3 months

**25%**

**Growth** in new  
patient acquisition

**86%**

**Increase** in online  
reviews

**50%**

**Reduction**  
in no-shows

**5 hours/**  
week

**Saved** with automated  
reminders and forms