

How Dental Smiles of Stockbridge **swapped weave with Adit** **and boosted new patients by 40%**



Meet Dental Smiles of Stockbridge

Since 2013, Dental Smiles of Stockbridge has delivered high-quality, comprehensive care to patients across Stockbridge, Georgia. Known for a strong commitment to patient experience and clinical excellence, the practice thrives on smart, sustainable growth.

Four years ago, Office Manager Amanda and her team decided to switch from Weave to Adit to save money without sacrificing features. What followed was a partnership that not only saved the practice money but also helped it grow.

Challenges

- Manual appointment reminders and recalls
- No texting options for recalls or cancellations
- Limited reporting and provider performance tracking
- Missed opportunities with digital forms and online reviews
- High overhead cost for dental software tools

Results

4 hours/
week**Saved** on
digital forms**3X****More** online
reviews**10%****Reduced**
no-shows**30%****Increase** in
production**40%****Year-over-**
year growth**40%****Increase** in
new patients**60%****Increased**
recall rate**80%****Success** in filling last-
minute openings

When it comes down to value for money, Adit is a no-brainer. It does everything Weave did, and more, for half the price. For us, it just makes sense.

Amanda Jones
Office Manager

Life before Adit

Before switching to Adit, the practice relied on Weave for phones and messaging but still had to make manual calls to confirm appointments, track performance manually, and manage paper forms.

Texting wasn't available for recalls or rescheduling, which added friction to filling last-minute cancellations. Reporting was basic, limiting insight into provider productivity. And patient paperwork slowed check-in times.

We had to call every single patient to confirm appointments," said Amanda. "Without automation, we lost so much time.

Adit to the rescue

Switching from Weave to Adit gave the practice an all-in-one platform tailored to its evolving needs. The team now uses VoIP and Adit's mobile app to manage after-hours emergency calls without giving out personal numbers. Texting is central to patient communication, making it easy to confirm appointments, recall patients, and handle reschedules.

The ASAP Lists feature helps fill cancellations quickly, while Digital Patient Forms streamline paperwork before appointments. Practice Analytics gives Amanda the insights she needs to monitor production and provider performance. And when the schedule needs a boost, the Email Campaigns tool helps fill gaps efficiently.

Adit has helped us stay organized, grow faster, and eliminate wasted time," said Amanda. "You don't have to be a rocket scientist to use it either.

The transformation

01 More Reviews, Fewer No-Shows

After implementing Pozative, Adit's reputation management software, Dental Smiles tripled their online review volume. Text-based appointment confirmations also dropped the no-show rate by 10%.

Adit's automation makes all the difference," noted Amanda. "Our patients love the reminders, and our schedule runs smoother.

02 Easier Recalls and Cancellations

Recall messages now go out automatically, boosting recall rates by 60%. ASAP Lists help fill open slots efficiently and personally, contributing to 30% of the practice's scheduling savings.

Texting with Adit just works better," said Amanda. "Patients reply faster, and it keeps our schedule full without us making a dozen phone calls.

03 Data That Drives Growth

Adit's Practice Analytics software helps the team track key KPIs, production goals, and performance benchmarks on a monthly basis. Since its implementation, production has increased by 30% while the team has doubled in size.

We set weekly and monthly goals for each provider, and Adit makes it easy to stay on track," noted Amanda. "Our growth speaks for itself.