

How Dentists at Lincoln Green **cut no-shows by 80% and tripled new patients in just one month with Adit**



Meet Dentists at Lincoln Green

Located in Houston, Texas, Dentists at Lincoln Green is a family-focused, multilingual dental practice led by Dr. Phuong LePhuoc and Dr. Hien Truong. Their goal is to deliver compassionate, high-quality care to patients of all ages. But behind the scenes, everyday operational challenges were holding the practice back.

Challenges

- Inefficient communication and confirmation workflows using Weave.
- Up to 5 daily no-shows and frequent last-minute cancellations
- Limited tools for review collection and performance tracking
- Time-consuming manual tasks bogging down staff
- No online scheduling or waitlist functionality

Results

1 hour

Saved daily with automated confirmations

5

Recall patients booked weekly

10X

Increase in Google reviews

80%

Reduction in no-shows

250%

Increase in new patients (from 10 to 35/month)

\$6,000

Daily production goal consistently met

Adit is going to help you increase your production, decrease patient no-shows, and help you be more efficient so you can finally focus on meeting your goals. It's absolutely worth it.



Jennifer
Office Manager

Life before Adit

They had been using Weave, but it didn't quite meet their needs. The team still had to manually confirm appointments, which took up a lot of time and caused frustration. Forms were difficult for patients to complete and often unreliable, with extra fees attached. No-shows were rampant, with up to five per day). Analytics tools were costly add-ons, and online scheduling was nonexistent. A paper-based waitlist led to missed opportunities and more manual work.

We were seeing about 20–30 patients a day, maybe 10 new patients a month,” said Jennifer. “With Weave, we had to call half the patients on the schedule to confirm.

Adit to the rescue

When Adit reached out, Jennifer was ready for a better solution. Adit's competitive pricing was compelling, but what truly sealed the deal was the all-in-one platform: online scheduling, smart forms, robust analytics, automated reminders, and more, all included.

The onboarding process also stood out. With fast issue resolution, ongoing training, and responsive support, Adit made the transition smooth and stress-free.

The onboarding exceeded my expectations.” continued Jennifer. “Anytime there was a hiccup, Adit fixed it quickly. They made the transition seamless and constantly followed up.

The transformation

01 80% Drop in No-Shows & 250% Growth in New Patients

Thanks to automated reminders, patients now confirm reliably. No-shows fell from five a day to one or none. Saturday confirmations jumped from 50% to 90%. With better communication and follow-ups, new patient volume soared from 10 to 35 in just one month. The practice now sees 40 patients daily, up from 20–30.

Now, patients are showing up, not canceling, and it's helping us consistently meet our \$6,000 daily production goal.

02 5 Hours Back to Focus on Patient Care & Scheduling Gaps

Automated confirmations save about 5 hours per week, freeing up the front office to focus on high-impact tasks. Instead of spending time on manual calls, the team now uses Adit's ASAP Lists to quickly fill last-minute cancellations and follow up with patients who need treatment, boosting both productivity and patient care.

03 10x More Reviews and Data That Drives Results

With Adit's automated review requests, Dentists at Lincoln Green jumped from just one review a month to as many as ten, all positive and boosting the practice's online reputation. Just as valuable, Adit's built-in analytics give Jennifer clear, actionable insights into production, collections, and performance goals.

I can show the doctors exactly where we stand, how much we've collected, how close we are to our goals, and we're actually hitting them. That was not possible with Weave.