



Edinburg Vision Center

Edinburg Vision Center cuts no-shows by 40% and saves up to 45 staff hrs/wk in first 4 months with Adit



Adit brought phones, texting, forms, reviews, and payments into one place, and it just works. Compared to what we had before, it's more reliable and far more comprehensive for the price. We finally feel confident our patients are getting through and getting what they need.

Alina, Office Manager



Optometry



Edinburg, Texas

Challenges

- **Unreliable calls/texts** with Weave and Demandforce.
- **Fragmented phones (GoToConnect)** caused support runarounds.
- **Clunky digital forms**; check-in still slow.
- Hours lost to **manual confirmations and paperwork**.
- No access to reply to **Google reviews**.

Solutions

- **VoIP Phones & Recording** handles peak-hour call floods.
- **Replays calls** for quick resolution and coaching.
- **Two-Way Texting + Auto-Confirm** captures same-day confirms or reschedules. Writes them directly to **Eyefinity**.
- **Digital Forms** collects medical and insurance intake before the visit. Speeds check-in on mobile or iPad.
- **Adit Pay** sends secure SMS balance links.
- **Pozative** sends post-visit review requests. Routes negatives to private feedback and enables in-platform Google replies.

Results

36-45
Hours/week

Saved across digital forms and automated reminders

3%

Revenue boost (self-reported)

40%

Reduction in no-shows

60%

Drop in missed called rate with Adit VoIP

95%

Texted balance requests paid