

*Feeley Dental & Associates*

Meet Feeley Dental & Associates

How Feeley Dental & Associates gained a full day back each week with Adit

Challenges

- **Disconnected tools for phones**, forms, and messaging slowed down operations.
- **Forms weren't ADA-style**, frustrating both staff and patients.
- **Poor call management** with no hold music, call tracking, or voicemail control.
- **High no-show rates** due to inconsistent confirmation processes.
- **Manual scheduling and reminders** ate up valuable time.
- **Limited visibility** into patient communications and activity.

Solutions

- **VoIP Phone System** enabled smart calling with **Patient Card**.
- **Call Tracking & Overrides** to view call history, edit voicemail.
- **Online Scheduling** facilitated easy booking, linked to forms.
- **Two-way texting** enabled fast messaging for quick follow-ups.
- **Insurance Verification** gave a deep-dive breakdowns by procedure code.
- **Review Requests** automatically boosts Google review count.
- **ASAP List Management** instantly identified and contacted waitlisted patients.

Results

1

full day of work
saved per week

10

more new patients
per month

50

new Google reviews in
6 months with Pozative

10%

increase in
production

60%

decrease in no-shows with auto-text
confirmations and policy reminders



Adit was a no-brainer compared to Weave. It had way more features at a better price.

Lisa, Business Operations Manager



Dental



Worcester, Massachusetts