

King House Dental Group swaps DI and Weave with Adit and saved 5 hours/week



Meet King House Dental Group

In the heart of Redlands, California, King House Dental Group has been caring for local families for nearly three decades under the leadership of Dr. Steve Tatevossian. Known for their warm, personalized approach, the team offers everything from routine cleanings to crowns, cosmetic dentistry, implants, dentures, and Invisalign. Assistant Office Manager Albert keeps the day-to-day running smoothly, handling communication, scheduling, and much of the patient experience. He also guided the team through the transition to Adit.

Challenges

- Used multiple vendors like Weave, Dental Intelligence, and third-party web designers, resulting in patchwork workflows and limited support.
- Spent too much time on manual confirmations, recalls, and forms.
- Struggled to fill last-minute cancellations.
- Website performance and visibility were limited before the redesign.

Results

5 hours/week

Saved with automation tools

79

Added new Google reviews with no manual effort

3X

Tripled website traffic after modern website redesign

\$2.5K-\$3K/year

Eliminated in Google Ads spending thanks to consistently full schedules

Before Adit, we were juggling multiple companies just to keep things running. Adit brought everything under one roof for us. And their support team is fantastic. They get back to us almost immediately every time.



Albert

Assistant Office Manager

Life Before Adit

Before moving to Adit, the team was piecing things together with Weave, Dental Intelligence, and a handful of other tools, plus a lot of manual work. Much of Albert's day was spent calling patients, sending forms one by one, and trying to reach overdue recalls. Their website wasn't doing much to bring new patients in, and online requests were noticeably low.

"We had different companies for everything," explained Albert. "If we needed help with phones or the website, that meant two separate support calls. And so much of our day went into manual calling, reminders, and paperwork instead of patient care."

Adit to the Rescue

With Adit, the practice finally brought phones, texting, reminders, online scheduling, reviews, forms, payments, and analytics into one system that synced seamlessly with Dentrix. Automated communication and a redesigned website, complete with Online Scheduling, immediately eased the team's workload. The ASAP List made it easier to fill last-minute openings, while Digital Forms and Text-to-Pay gave patients a smoother, more modern experience.

"The transition was one of the smoothest we've ever had," noted Albert. "Dentrix integrated perfectly. And anytime we need help, Adit's team emails us back almost immediately."

The Transformation

01 Streamlined Communication & Daily Time Savings

Adit's automated reminders and two-way texting drastically reduced the manual front-desk workload. Staff no longer spend mornings calling patients for confirmations or individually sending new patient paperwork. These efficiencies help the practice manage multiple providers and high patient volume with less stress.

"Just from auto reminders alone, it saves us about an hour each day," said Albert. "We can spend that time on patient care instead of dialing numbers."

02 Enhanced Online Presence & New Patient Growth

Adit's marketing team built the practice a modern website complete with an Online Scheduling tool. As a result, King House Dental Group saw website traffic nearly triple. Online appointment requests now include complete patient details, making follow-up faster and more efficient. The improved digital experience strengthens conversion rates and drives higher-quality new patient inquiries.

"Our website looks amazing now," said Albert. "Traffic has increased almost three times as much as before."

03 Review Generation & Patient Engagement at Scale

Automated review requests helped the practice generate 79 new Google reviews in 1 year (more than 1 per week) without any manual effort.



KING HOUSE DENTAL GROUP
IMPLANTS & ORTHODONTICS



Recall automation and Adit Pay's text-to-pay feature also help more patients return and pay on time.

We've had about 79 new Google reviews just from Adit's review feature," noted Albert. That alone brings in new patients because people look at reviews first.

04 Faster Schedule Fill Rates & Lower Marketing Costs

With the ASAP List feature, Albert can instantly broadcast openings to eligible patients, which reduces gaps caused by last-minute cancellations. Combined with improved demand from reviews and website traffic, the practice eliminated its annual \$2,500–\$3,000 Google Ads spend. These operational improvements create meaningful financial lift and more predictable production.

We usually spend about three thousand a year on Google Ads, explained Albert. This year, we didn't have to spend any of it. Our schedule stayed full because of Adit.