



Mark A. Shaw, DMD
Restorative and Cosmetic Dentistry



Adit has been such a game-changer for us. We were already committed to getting 100% of our patients confirmed, but before Adit, that meant hours of phone calls every single day. Now we achieve the same results with almost no effort from my team, and patients love the convenience of texting. It's accurate, consistent, and gives us back so much precious time.

Lisa, Office Manager



Dental



Pittsburgh, Pennsylvania

Mark A. Shaw, DMD

How Mark A. Shaw, DMD, saved 20 hours a week in efficiency with Adit

Challenges

- **Manual appointment confirmations** were time-consuming.
- **Daily workloads** created employee burnout.
- No way to track or retrieve call **data efficiently**.
- High administrative load from **paperwork and reminders**.
- **Limited flexibility** with other software providers.

Solutions

- **Call Tracking** finds and retrieves past calls to resolve missed connections.
- **VoIP Phones** digital phone system with seamless call management and integration.
- **Automated Messaging** reduces manual calls.
- **Digital Forms** appointment paperwork sent via text.
- **Two-Way Texting** real-time communication with patients for scheduling, insurance, and teledentistry.
- **Custom Protocols:** Targeted messages and workflows tailored to specific patient groups and operatories.
- **Mass Texting** reaches hundreds of patients at once.
- **eFax:** Organized digital faxing, separate from calls for better workflow.

Results

5 hours

Saved weekly by sending digital paperwork

15 hours

Saved per week with automated texting

300+

Unscheduled patients handled without staff

100%

Confirmation rate maintained with far less staff effort



Teledentistry enabled for convenience in patient care