



McLemore Dentistry, LLC
Restorative, Cosmetic & Implant Dentistry
Committed to Excellence

McLemore Dentistry cuts no-shows by **33% in the first 6 months with Adit**



Meet McLemore Dentistry

Located in Montgomery, Alabama, McLemore Dentistry is built on a simple belief: every patient should be cared for the way you'd care for a member of your own family. Dr. McLemore leads a close-knit team dedicated to helping patients maintain healthy, confident smiles for life. Behind the scenes, Business Manager Christine keeps the practice running smoothly, handling scheduling, communication, and daily operations. Christine was the driving force behind the decision to switch to Adit.

Challenges

- DemandForce was not user-friendly, making everyday tasks difficult to manage.
- DemandForce forms frequently glitched, forcing staff to mail paper packets.
- No call tracking or visibility into missed or unanswered calls.
- Staff spent hours each week on manual reminders, recalls, and follow-ups.
- Dentrix reporting lacked real-time insights.

Results

20 hrs/month

Saved at the front desk due to automated workflows

25%

Increase in monthly production in the first 6 months

33%

Reduction in no-shows with automated text reminders

99%

Adit's multi-step reminders boosted confirmation rates

I'm a tough cookie when it comes to software. I asked a lot of hard questions, and Adit answered every one of them without hesitation. They were easier to work with than the others, and everything just felt more user-friendly.



Christine
Business Manager

Life Before Adit

The practice used DemandForce for forms, texting, and reminders, but the system was not user-friendly, and the team had to resort to several manual processes that slowed things down. Christine demoed Weave and Dental Intelligence, but Adit stood out for value, features, usability, and customer service. Staff spent a lot of time printing or mailing multi-page forms, calling patients one by one for reminders, and tracking recalls on their own. DemandForce's forms often glitched or forced patients to print them at home, which created frustration on both sides and added extra work to the front desk.

"We had different companies for everything," noted Christine. "If we needed help with phones or the website, that meant two separate support calls. And a lot of our time went into manual calling, reminders, and paperwork instead of focusing on patients."

Adit to the Rescue

Adit brought everything the team needed into one place. Phones, texting, reminders, online scheduling, forms, payments, and analytics finally all worked together instead of in separate systems. Automated text reminders took over much of the manual calling the staff used to handle, and digital forms replaced the packets they once had to print and mail. With Adit's VoIP Phones, Christine can now see exactly how many calls come in, which ones were answered, and who still needs a follow-up, giving her visibility she didn't have before.

"The transition was one of the smoothest we've ever had," explained Christine. "Dentrix integrated perfectly. And whenever we need help, Adit's team emails us back almost right away."

The Transformation

01 33% Fewer No-Shows With Automated Reminders

Hygiene no-shows were a major challenge before Adit because patients often forgot appointments booked six months in advance. Adit filled those gaps with automated multi-step text reminders that reached patients well before the appointment and again as the visit approached. This consistent cadence kept the practice top of mind for patients, dramatically improving attendance and reducing last-minute gaps in the schedule.

"Our no-show rate has definitely decreased," said Christine. "Patients just forget, especially hygiene visits, but the reminders go out automatically now."

02 Front-Desk Time Saved Through Automation

Adit now handles most of the practice's patient outreach using Adit's VoIP phone system and automation tools like automated text reminders and built-in missed-call workflows. This shift removed dozens of manual tasks from the front desk's day, allowing the team to stay focused on patient care.

"Switching to Adit's phone system really helped," noted Christine. "I'd say it probably saves at least an hour or two a day. We're open four days a week so that's 20 hours in a month!"

03 Digital Forms That Patients Actually Complete

Adit replaced DemandForce's glitch-prone forms, which often wouldn't load correctly or required

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patients to print them at home. With Adit's Digital Patient Forms, patients can complete everything on any device, and submissions come through clean and consistent every time. This streamlined digital workflow eliminated mailing costs, reduced check-in delays, and removed the need for bulky printed packets.

The forms with Adit are clean, crisp, clear, and seamless," explained Christine. "We can track them easily, and we're not mailing packets anymore.

04 Better Reporting and Real-Time Visibility

Christine now pulls most of her business data from Adit instead of Dentrix. Adit's Practice Analytics module organizes the information in a way that's easier to understand and act on. Easy-to-read dashboards show key metrics in real time, like scheduling trends, call volume, unanswered calls, and patient follow-up needs, all in one place. This gives her a clearer, more accurate picture of how the practice is performing day to day and helps her make faster, better operational decisions.

I get more information from Adit about our practice than I do from Dentrix," said Christine. "The reports are organized and pulled in real time. Since we launched Adit 6 months ago, we've been averaging about \$238,000 a month in production. Prior to that, we were averaging \$191,000. That's almost a 25% increase in production. I can't say that it was Adit alone that increased our production, but it definitely helped keep our schedules full.