

How Mountainview Dental ditched RecallMax & Weave and boosted monthly revenue 10% with Adit



Meet Mountainview Dental Centre

Based in British Columbia, Canada, Mountainview Dental Centre is a busy 10-operatory clinic serving a diverse patient base. Office Manager Holly, who previously used RecallMax and Weave at other practices, introduced Adit after experiencing its advantages firsthand. Frustrated by poor call quality, unreliable support, and inefficient workflows, Holly recommended Adit as a modern, cost-effective solution.

Challenges

- Poor phone quality and support from Weave and local providers.
- Staff spent 15+ hours/week on manual confirmations and recalls.
- Paper forms delayed check-in by 10–30 minutes.
- Collections required mailing 50–100 statements and multiple follow-up calls.
- Patients ignored texts, thinking they were spam.

Results

50% Increase in confirmed bookings

15 Hours saving per week with reminders and recalls

3-5 Cancellations filled weekly using the ASAP List

5-7 New patients /month from online booking

2% No-show rate with automated reminders

10% Monthly production growth in 6 months

30%-40% Collections via Adit Pay, with faster same-day payments

50% Increase in confirmed bookings

Before Adit, every day was stressful because calls dropped, recalls fell through, and we wasted hours chasing payments. Now everything is in one place, the staff is happier, and we've seen a 10% increase in monthly revenue in under a year.



Holly
Office Manager

Life before Adit

The practice struggled with fragmented systems. RecallMax's reminders came from random numbers that patients mistrusted, while Weave's phones frequently failed, and customer support was hard to reach. Missed calls went untracked, leaving patients frustrated. Staff spent hours every week manually confirming appointments, managing paper recall lists, and mailing statements. Lengthy paper forms delayed check-in, and collections were a constant headache.

With RecallMax, patients thought our texts were spam," explained Holly. "With Weave, I'd be on hold for an hour. Adit was the first system that felt easy to use, all in one place, and it worked within two days without training.

Adit to the rescue

With Adit, Mountainview Dental Centre consolidated phones, texting, reminders, payments, analytics, and forms into a single platform. Patients now receive reminders from the actual office number, which boosts trust and engagement. Automated recalls keep patients connected year-round, while the ASAP List fills cancellations that once meant lost production. Digital forms, text-to-pay, and online scheduling streamlined operations, freeing up staff time and increasing efficiency.

We went from 3 out of 10 to 10 out of 10 in call quality," said Holly. "Patients even noticed and said, 'We can finally hear you clearly.'

The transformation

01 Reliable Scheduling and Fewer No-Shows

Automated reminders and two-way texting cut no-shows from 5% to 2% and boosted confirmations by over 50%. Staff saved 15 hours per week once manual calls were replaced with automation. This freed time for more valuable front-desk tasks and reduced overtime costs.

Our no-shows dropped, confirmations skyrocketed," explained Holly. "We're no longer paying overtime just to call patients. Adit does the heavy lifting.

02 Fuller Schedules and Stronger Retention

The ASAP List now fills 3–5 cancellations each week by bulk-texting patients instantly, instead of relying on paper lists and manual calls. Custom recalls sent at 6, 9, and 12 months also reactivated 10% more patients and raised retention from under 50% to 65%.

We're filling 3 to 5 cancellations a week with bulk texts," said Holly. "With Adit, recalls don't fall silent for months. We stay connected, and patients come back.

03 Simplified Payments and Faster Collections

With Adit Pay, about 40% of collections are now processed securely through text-to-pay, often on the same day. Mailing statements dropped significantly, and patients found the process more convenient.

With text-to-pay, we no longer chase credit cards over the phone," said Holly. "Patients pay faster, and about 40% of our collections now run through Adit.



04 Analytics-Driven Growth

Adit Analytics identified overdue balances and unscheduled treatment, leading to a 30–40% increase in production and collections in those areas. Combined with streamlined communication and payment tools, Mountainview saw an overall 10% increase in monthly revenue and production within six months.

“Analytics caught treatment that hadn’t been scheduled in years,” explained Holly. Since using Adit, our production numbers jumped at least 30–40%, and we’re just getting started.