



New Jersey Dental Practice saves **20 hours/week** in the **first 8 months** with Adit



Meet the Practice

This New Jersey-based dental practice which prefers to remain anonymous is a high-volume single-doctor practice known for its friendly atmosphere, patient education, and genuine commitment to comfort. The practice has built strong relationships with families across the community. After working with RecallMax and other tools that didn't meet their goals, the front desk schedule coordinator began searching for a more modern, efficient solution. Adit stood out immediately for its simplicity and ability to support a tech-savvy patient base.

Challenges

- Limited tools in RecallMax, including no Spanish forms and no flexible recall system.
- Heavy manual workload that required calling, texting, and tracking patients through spreadsheets and a cell phone.
- Paper forms that slowed down check-in and required staff assistance for most patients.
- High no-show volume and difficulty keeping the schedule full.
- Lack of visibility into treatment opportunities, pending treatment plans, and hygiene performance.

Results

20
hours/week

Saved through automated reminders

65%

Increased production in the first 8 months

70%

Decrease in no-shows since implementing Adit

79%

Increased reviews with automated review requests

80%

Improved recall performance to contacted patients returning

90%

Boosted digital form adoption of all patients

Adit helped us modernize everything right away. I was doing five jobs a day just to keep the schedule full. With Adit, everything is automated now. I can focus on helping the doctor, taking care of claims, and making sure patients get what they need instead of chasing everybody one by one.



Front Desk Schedule Coordinator

Life Before Adit

Before Adit, the practice relied on paper forms, a cell phone for texting patients, and a spreadsheet to track who was due for cleanings or overdue for appointments. The front desk schedule coordinator had to double-check every patient in Dentrix, confirm their last visit, and then manually call or text them. Reminder processes were slow and inconsistent, and the team had no way to segment lists or reach large groups quickly.

"I had to check Dentrix, check the list, call, text, and repeat that for a hundred patients," said the schedule coordinator. "I was doing everything by hand. If I slowed down for even a couple of hours, it looked like I wasn't doing my job."

Adit to the Rescue

Adit consolidated everything the front desk coordinator needed to get the job done into one complete system. Digital forms, reminders, recall lists, phones, campaigns, and analytics gave Freddie everything he needed to run the front office efficiently.

With Adit's digital forms, 90% of patients now complete paperwork before their visit, and forms push directly into Dentrix. Phones and texting became faster and clearer, reminders went out automatically, and the team could create customized lists for recalls, fillings, crowns, implants, and more.

"RecallMax was limited, but Adit opened everything up for us," explained the schedule coordinator. "The forms, the reminders, the lists, the campaigns, all of it works together. It saves us a whole day of work just on forms and reminders alone."

The Transformation

01 Saving Time and Reducing Workload

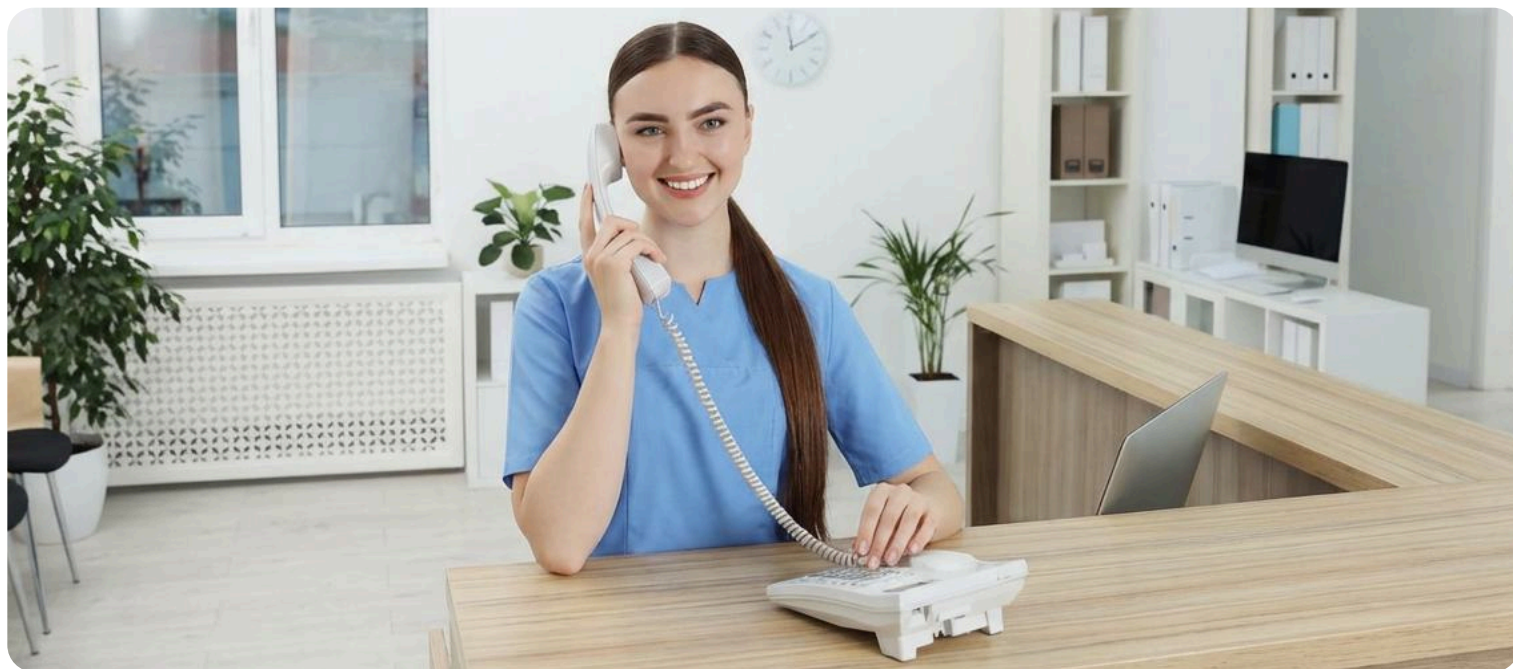
The biggest transformation came from automation. During a period when the practice saw an 85% increase in new patients from improved marketing with another agency, Adit helped manage the higher volume by automating forms, sending reminders, and improving communication. With appointment reminders alone saving 5 hours a day, the team is reclaiming 20 hours/week that used to be spent on manual tasks. Combined with digital forms, recall lists, and texting, the front desk gained back the time needed to run the front office without pressure.

"Before Adit, I was doing five different tasks just to keep the schedule moving," said the schedule coordinator. "Now everything is right in front of me. I click a button, and it goes out to a hundred people. I'm not stressed anymore, and I can finally focus on the work that matters."

02 Major Reduction in No Shows

Since adding automated reminders, no-shows dropped by 70%. The team now keeps about 85% of appointments, which makes the schedule feel steadier and a lot less chaotic. The front desk coordinator and the staff also adjust the timing of reminders depending on the patient, so everyone gets messages when they're most likely to see and respond to them.

"No shows went drastically down," noted the schedule coordinator. "Patients like the reminders, even if they joke that I text too much. It works, and it keeps the schedule full."



03 Higher Production Through Better Recall and Treatment Tracking

With Adit's Practice Analytics module, the team can see exactly which patients need hygiene, crowns, fillings, implants, or checkups. Using that information, they can create custom recall lists, segment those lists, and send a simple text to book appointments. The front desk schedule coordinator recalled a time when this action generated a surge of inbound calls when they needed it most:

There was a slow month, and the schedule was empty," said the schedule coordinator. I pulled a list of about six hundred patients, sent one text, and the phones started ringing like it was Christmas. That would have taken me days before.

04 Stronger Patient Experience and Better Reviews

Patients, especially those in the Millennial and Gen Z demographics, appreciate digital forms, quick texting, birthday messages, and easier communication overall. And when that stellar experience is rendered, Adit has an easy way to automate review requests. For this dental practice, Adit's Pozative reputation management module helped them grow from about 140 reviews to over 240 five-star reviews.

Patients love how easy everything is now," said the schedule coordinator. "They like the reminders, the birthday texts, the forms, all of it. They even told us they noticed when we upgraded from RecallMax to Adit.