

Oasis Family Dentistry & Orthodontics boosts monthly production by \$3k in the first 4 months of using Adit



Meet Oasis Family Dentistry & Orthodontics

Located in Gilbert, Arizona, Oasis Family Dentistry & Orthodontics is a family-focused dental practice dedicated to creating a welcoming experience for patients of all ages. Led by Dr. Sahil Arora and in-house orthodontist Dr. Shana Vohra, the practice's patient-centered philosophy drives everything they do while offering a wide range of services, including implants, oral surgery, veneers, and orthodontics for children and adults.

Like many growing dental practices, Oasis Family Dentistry & Orthodontics had built its operations around multiple disconnected systems for communication, scheduling, analytics, reviews, and payment processing. Dr. Vohra first discovered Adit through Dental A Team Consulting, where the practice initially began using Adit's Practice Analytics software. Over the last four months, the team has increasingly adopted several other features within Adit's all-in-one platform, and the practice is already seeing measurable operational and growth improvements.

Challenges

- Managing different software tools, including Weave, NexHealth, Stax, and Practice Analytics slowed daily operations
- Limited visibility into front office phone performance made coaching difficult
- Payment messaging created patient confusion and friction
- Weak Dentrix integration made online scheduling less effective
- Manual reporting slowed down morning huddles and performance tracking

Results

4

Reduced software costs by replacing separate tools

5 Hours/week

Saved by eliminating jumping between software

40

Google reviews through automated review

18%

Boosted new patient volume

\$3k

Increased production in the first 4 months



Improved call coaching and team accountability

With Adit, you really get a lot of bang for your buck. It has all the features that you need, plus it's much more cost-effective than some of the other software out there. Once we realized we could switch everything over, get more features, and save quite a bit of money, it just made sense to make the move.



Dr. Shana Vohra
Orthodontist, Practice Owner

Life before Adit

Before switching to Adit, Oasis Family Dentistry & Orthodontics was juggling several software systems simultaneously. Weave handled phones and patient communication, NexHealth managed online scheduling, Stax processed payments, and Practice Analytics tracked metrics. As the practice grew, those fragmented systems became increasingly difficult to manage.

At the same time, Dr. Vohra recognized a larger operational issue: the practice had very little visibility into front office phone performance. While the team could occasionally review recordings, there was no structured way to analyze calls, leverage data to coach staff, or pinpoint areas for improvement.

It felt like we were using way too many software," said Dr. Vohra. "It was getting overwhelming and confusing for the admin team. We also didn't have a lot of insight into our phone calls, and I didn't feel like our customer service was where it needed to be.

Adit to the Rescue

What initially caught Dr. Vohra's attention was Adit's Call Intelligence feature. After researching standalone call analysis programs, she realized Adit offered the call visibility she wanted while also replacing several systems the practice was already paying for. The combination of deeper analytics, Dentrix integration, and cost savings ultimately made the transition an easy decision.

Today, Oasis Family Dentistry & Orthodontics uses Adit for phones, patient texting, online scheduling, internal messaging, analytics, reviews, forms, and payments. Consolidating communications, operations, and analytics into one platform has saved the practice time, money, and headaches. But Adit's Call Intelligence software has been the most impactful feature Dr. Vohra can identify since switching.

I'll admit, I was skeptical about the AI features, but I love the call summaries, translations, and scoring," Anna shared. "Our team members are reading the feedback themselves and self-correcting. Because it's coming from the system instead of a person, they take it more positively.

The Transformation

01 Analytics-Driven Operations Helped Increase Monthly Production by \$3K

Within the first four months of using Adit, Oasis Family Dentistry & Orthodontics increased monthly production by about \$3,000 compared to the previous year. Adit's Practice Analytics software became a core part of the practice's daily operations, especially during morning huddles. Instead of manually pulling reports from Dentrix every day, the team can now instantly view scheduled production, provider goals, growth metrics, and unscheduled patients all in one place. The increased visibility has helped improve accountability, motivation, and daily decision-making across the team while also saving administrative time.

We use the Morning Huddle feature every day," noted Dr. Vohra. "It's nice to see scheduled production and our goals all in one place. It helps motivate the team because everything is displayed clearly, and we know how far off we are from our goals.

02 Integrated Scheduling and Digital Forms Drove 18% New Patient Growth

Since implementing Adit, the practice has jumped from 33 to 39 new patients per month (an 18% year-over-year increase). Dr. Vohra credits much of that improvement to Adit's integrated online scheduling, automated forms, reminders, canned messaging

templates, and patient texting tools, which helped create a smoother intake experience for both patients and staff. The ability to immediately send forms after scheduling also reduced missed steps in the intake process and improved front-office efficiency.

When new patients schedule, we can automatically attach forms right away, and annual health history updates get sent automatically too," explained Dr. Vohra. "We also use canned messages and templates quite a bit because it helps standardize communication and saves the team time.

03 Call Intelligence Improved Front Office Visibility and Coaching

One of the biggest operational improvements came from Adit's Call Intelligence software. Before Adit, the team occasionally reviewed random call recordings through Weave, but there was no easy way to identify patterns or coach staff consistently. With Adit, the practice can now review call scores, identify opportunities for improvement, and provide more targeted coaching to front office staff. The feature also gives Dr. Vohra greater confidence and visibility into what's happening daily on the phones.

With Weave, we would just listen to a couple of random calls every now and then," noted Dr. Vohra. "Adit gives us a lot more data and saves time. It helps us see exactly where we need to focus and improve.

04 Adit's Pozative Automated Review Software Generated 40 New Google Reviews

Online reputation management has long been a priority for Oasis Family Dentistry & Orthodontics, which now has nearly 1,000 Google reviews. Since implementing Adit's automated review requests, the practice attributes 40 of those reviews to Adit in the last 4 months. Compared to previous software, Dr. Vohra noticed that Adit's review requests consistently reached more patients without requiring extra manual effort from the team. The practice also appreciates having review generation integrated into the same communication platform.

We focus a lot on reviews, so having the requests automatically go out every day has been really helpful," said Dr. Vohra. "We had automated requests before, but it does seem like Adit reaches more patients consistently than the other software we used, which has helped us continue growing our online reputation.