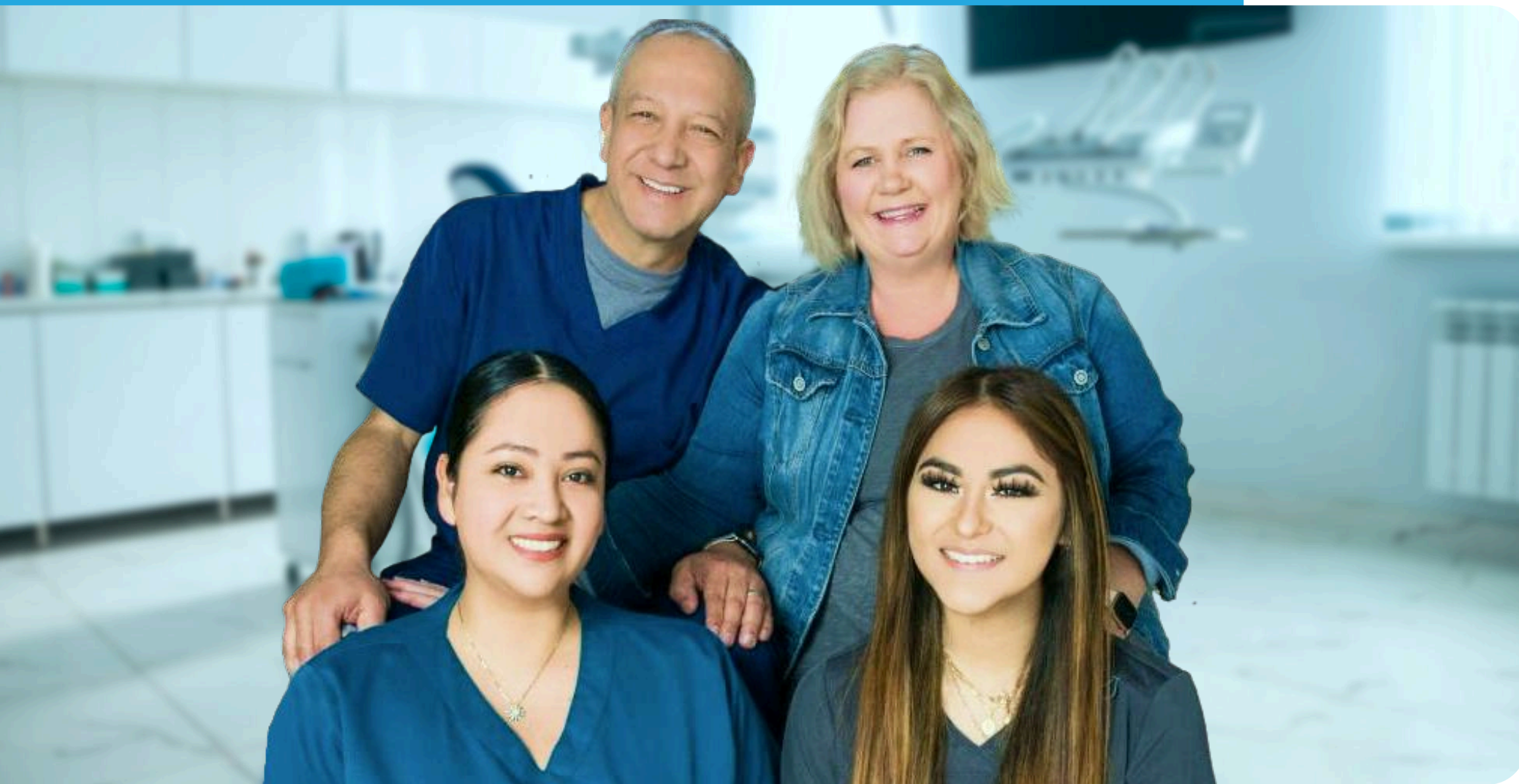




ORTHOGRACE DENTAL

JOE MEDELLIN, DDS



I didn't think I had a problem, but during the Adit demo, I saw just how much I was wasting – money, time, and opportunities to connect with patients. That was a big wake-up call.

Yvette Medellin, Co-owner & Office Manager



Dental



Northridge, California

# OrthoGrace Dental

OrthoGrace Dental replaced all its fragmented software – including RevenueWell, Dental Intel, LocalMed, and Weave – with Adit and transformed its practice operations.

## Challenges

- Missed calls led to **lost revenue opportunities**.
- **Manual payment posting** was inefficient and time-consuming.
- No targeted outreach led to **missed marketing opportunities**.
- **Inefficient two-way communication** frustrated patients.

## Solutions

- Adit's **missed call texting and two-way messaging** ensured no lost patient connections.
- **Adit Pay automated payment posting**, reducing admin workload.
- **Mass texting and email campaigns** improved patient engagement and scheduling efficiency.
- **Call tracking and recording** enhanced communication, especially with Spanish-speaking patients.

## Results

10%

Increase in returning  
patient visits

40%

Net production boost  
after implementing Adit

76%

Reappointment rate driven  
by automated texting

91%

Treatment acceptance rate  
after streamlining operations