

Oviedo Dental Arts grows new patients by 25% after switching to Adit's all-in-one Platform



Meet Oviedo Dental Arts

Located in Oviedo, Florida, Oviedo Dental Arts serves families across Seminole County, focusing on convenience and patient-first care. Office Manager Dario led the evaluation and implementation of Adit after meeting an Adit representative at the FDA convention in Orlando. The practice runs on Open Dental, and Adit's integration provided the cohesive, all-in-one experience the team was seeking.

Challenges

- They used Peerlogic but wanted more features and a better price than Mango could offer.
- The team spent too much time on manual tasks like reminders, insurance checks, and patient forms.
- A high no-show rate of around 30% made it hard to maintain full schedules and steady production.
- Staff couldn't easily listen to calls or forward phone lines.
- Paper forms slowed down check-in and required extra data entry.

Results

20 min/patient	Reduced insurance verifications time	3 Hours/week	Saved at the front desk	15%	Increased monthly production	20%	Bookings online after launching Online Scheduling
25%	Grew new patient volume	30%	Increased review volume	90%	Reduction in no shows with automated text reminders		

We looked at Mango too, but Adit offered more features at a better price. It's the only platform that truly has everything in one place for us: phones, texting, scheduling, reviews, and even insurance verifications.



Dario
Office Manager

Life Before Adit

Before Adit, the team relied on Peerlogic, manual processes, and paper forms for patient communication and intake. Staff spent significant time calling patients, chasing insurance details, and re-typing paper forms into the computer. Visibility into call quality and details was limited, making it hard to coach, resolve issues, or follow up efficiently.

"We were paper-based and typing everything back in and scanning," said Dario. "Reminders and insurance were all manual, and it took too much time. Time is money, and we were losing both."

Adit to the Rescue

Adit consolidated phones, texting, online scheduling, reviews, digital forms, and insurance verifications into a single platform connected to Open Dental. The mobile app gives Dario the practice in his pocket, letting him forward calls, pull up recordings, and check conversations from anywhere. Automated reminders increased show rates, while digital forms sped up intake and improved data quality.

"I basically have my office on my phone," explained Dario. "If I need to check a call, I open the Adit app, pull the conversation, and see exactly what was said. Call forwarding to my cell is a game changer."

The Transformation

01 Near Zero No Shows with Automated Reminders

Automated daily text reminders replaced manual phone calls that patients often ignored. Oviedo Dental Arts went from about 3 no-shows out of 10

appointments to 0-1 no-shows per week, an up to 90% reduction. The fuller schedule increased provider utilization and smoothed daily operations.

"Daily automated texts mean patients actually show up," said Dario. "Before, we'd get three no-shows out of ten. Now it's maybe zero or one a week."

02 Faster Intake and Fewer Errors with Digital Forms

Switching from paper to iPad forms drove about 90% patient adoption, eliminating re-keying and scanning. With cleaner data flowing into Open Dental, check-ins are faster, and staff can focus on welcoming patients instead of typing. Elderly patients who prefer paper are still accommodated without slowing down the line.

"Now patients complete forms on the iPad or online," noted Dario. "It's faster and cleaner, and we're not stuck scanning and typing anymore."

03 Insurance Verifications that Actually Saves Time

Adit's insurance verifications eliminates the need for long insurer calls and portal hopping, saving 15-20 minutes per patient. Dario can view the verification details inside Adit and proceed with confidence at the front desk.

"I'm in love with the insurance verifications," said Dario. "We used to spend 15 to 20 minutes per patient on calls and websites. Now it's super smooth. Everything I need is in Adit."



04 Online Scheduling and Communication Drive New Patient Growth

After adding online scheduling to their website, about 20% of total appointments now come via web requests, with a 20-30% increase in appointment requests in the first month. The convenience of online booking and automated reminders also helped Oviedo Dental Arts grow new patient volume by 25%. Patients can choose times at their convenience, while the team reviews and books directly in Open Dental, keeping the schedule organized.

“Since turning on online scheduling, we’ve seen a big increase in requests,” said Dario. “Patients love booking from the website, and it drops right into Open Dental. The easier we make scheduling, the more new patients we attract.”