

How Platinum Care Dental **cut 25% manual front desk workload with Adit Lite**



Meet Platinum Care Dental

Located in Albuquerque, New Mexico, Platinum Care Dental is a family-run practice led by Dr. Louis Rivera and his son, Dr. Elliott Romo. With a legacy of over 40 years in dentistry, their mission is simple: improve patient health while creating confident, lasting smiles. However, behind the scenes, outdated tools and manual front-desk processes were costing the team time and slowing down patient care. That changed when they discovered Adit Lite (a lean version of Adit focusing on core systems needed to streamline dental practice operations).

Challenges

- Manual paperwork, reminders, and uploads
- Disconnected systems: Opera DDS and World Pay
- Delays in patient communication and payment collection
- Small budget for software tools

Results

25%

Time savings at the front desk

2

Software Systems Replaced



Data Uploads and Payment Posting

Adit Lite made my job less stressful. My day-to-day work is simplified, support is responsive, and patients love it too.



Melanie L.
Office Manager

Life before Adit

Before Adit, the team relied on Opera DDS for operations and World Pay for transactions, but neither tool integrated well or offered much support. Front desk duties were tedious: sending paperwork, printing it, scanning it into Dentrix, and manually tracking patient replies.

We were still doing a lot by hand, and it was overwhelming. I handled everything alone at the front desk, so I needed something simple and affordable.

Even when they could collect forms electronically, staff still had to upload them manually. Payments required mailing statements and waiting days or weeks for patients to call or send checks.

Adit to the rescue

When an Adit representative reached out, Melanie was intrigued. After the demo, it was clear: Adit Lite offered everything they needed: digital forms, reminders, online scheduling, Text to Pay, and more, all for a fraction of the cost she'd seen elsewhere.

The price was unbeatable for what you get. I was especially excited about forms that upload into Dentrix automatically and text-to-pay.

Onboarding was smooth, and support didn't stop after Adit went live. "Someone followed up with me just to make sure things were working. That never happens with other software companies," Melanie said.

The transformation

01 25% Time Savings at the Front Desk

With digital forms that upload directly into Dentrix and streamlined communication, Melanie estimates she's saving at least 25% of her time. No more printing, scanning, or chasing patients. Now, everything is already uploaded into Dentrix before the patient walks in. It saves time for Melanie and the doctors.

02 Simplified Payments with Automation Tools

Adit's Text to Pay feature changed the game. In one case, a patient who ignored three mailed statements paid her bill immediately after receiving a text. The practice also uses automated payment plans for long-time patients. With automatic ledger posting, Melanie doesn't have to worry about payments slipping through the cracks.

03 Smoother, Fuller Hygiene Schedule

With features like the Patient Card, instant notifications, and automated texting, scheduling is now seamless. When a patient replies, it pops up instantly on Melanie's screen. Communication is the backbone of a well-run dental practice, and for Platinum Dental Care, internal and patient communication leveled up with Adit.

With Opera DDS, I had to remember to check if they replied. I'd miss messages all the time. That doesn't happen anymore.