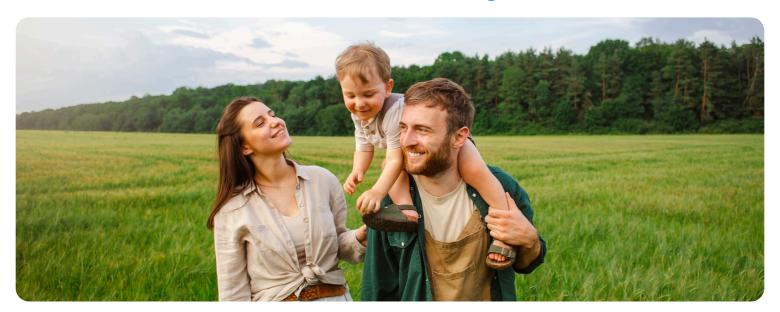# How Adit's insurance verification helped Sandi E Silva, DDS, Inc. save 16 hours a week and grow 30%

Meet Sandi E Silva, DDS, Inc.

Based in Tustin, California, Dr. Sandi E Silva and her team are on a mission to help patients maintain their teeth for life. They believe oral health is key to overall well-being and everyday joy, like enjoying your favorite foods without worry. But behind the scenes, outdated systems and unreliable insurance processes were holding them back.

Challenges

- Inefficient insurance verification process caused delays and errors from rep misinformation

- Disconnected communication tools resulted in scheduling gaps and missed patient outreach

- Manual billing and collections lead to slow payments and time-consuming follow-up

Results

30%

Growth in production

16 hours/week

Saved on insurance verifications

18%

Boost in collections (from 80% to 98%)

15%

Increase in patients seen

We were wasting hours every week verifying insurance manually, and half the time, the info we got from reps was wrong. We didn't even realize how much time we were losing until we saw what Adit could do.

Kelly Sherman
Office Manager

Life before Adit

The team used a patchwork of tools, including Zocdoc and Tera, but none could keep up with the demands of a growing practice. Verifications were especially frustrating. They often arrived late, were hard to read, or included incorrect data, leading to billing surprises and rework.

Manual patient outreach and paper forms slowed onboarding, while communication gaps caused confusion with appointments and scheduling.

> *We thought the stress was just normal. We didn't know there was a better way.*

Adit to the rescue

After switching to Adit, Sandi E Silva, DDS, Inc. saw immediate improvements. Insurance verifications became faster, more accurate, and easier to understand. The team no longer had to chase down reps or decode complicated reports; they could now see a clear summary of benefits and coverage. Adit allowed them to verify insurance up to five days in advance, giving them a head start on scheduling.

> *Adit saved us hours of work, and now our office runs so much smoother," said Kelly. "We're more organized and responsive.*

The transformation

01 Streamlined Insurance Verifications

Adit has revolutionized the insurance verification process at Sandi E Silva, DDS, Inc., saving the team 16 hours each week. With accurate, easy-to-read verification summaries and the ability to verify insurance up to five days in advance, the office can now proactively manage appointments and avoid delays. This significant time-saving improvement has led to smoother daily operations and a more organized workflow.

02 Boosted Production and Collections

Thanks to Adit's streamlined processes, the practice saw a 30% increase in production and an 18% improvement in collections. The text-to-pay feature accelerated payments, reducing the need for paper statements and boosting efficiency. With faster payment cycles and fewer billing errors, the practice's financial health has greatly improved, contributing to a more profitable operation.

03 Increased Patient Volume

Even with just three clinical days per week, Sandi E Silva, DDS, Inc. experienced a 15% rise in patient volume. Digital forms sped up patient onboarding, allowing the team to be fully prepared ahead of time. Additionally, automated recall messages reactivated lapsed patients, bringing them back into the office without requiring manual follow-up. This efficiency has helped keep the schedule fuller and more consistent.

> *Adit gave us back control of our schedule and our time - we're more productive in fewer days, and it feels effortless.*