

Smiles Unlimited dropped Solutionreach for Adit and **saved 20 hours/week**



Meet Smiles Unlimited

Nestled in the growing small town of Belton, Missouri, Smiles Unlimited provides comprehensive dental care with a personal touch. But behind the scenes, Practice Administrator, Sonya faced daily frustrations with clunky phone lines, incomplete appointment reminders, and mountains of paperwork. They used Solutionreach for patient communications, but grew tired of waiting on hold every time they had an issue (which was often). The tipping point came when Solutionreach stopped working altogether, leaving Sonya in limbo for almost a month. When a trusted colleague recommended Adit, she finally found a better, more affordable solution to her troubles.

Challenges

- Outdated phones: hard lines, no caller ID, no texting
- Poor customer service with Solutionreach
- Slow, frustrating reminders and recalls with Solutionreach
- Manual insurance checks, payments, and paper forms
- Old-school faxing and disjointed workflows
- Lost time manually filling last-minute cancellations and keeping patients engaged

Results

20 hours/week	Saved with automated reminders	10–15%	Automated recalls brought back	20%	No-shows dropped
20%	New patients growth per month	50–70%	ASAP List fills last-minute cancellations	100%	Appointment confirmations

Before Adit, I was juggling so much paperwork and patient calls. Our old phone system was very antiquated, with multiple lines and an old-school fax machine. Then, Solutionreach just stopped working. No one answered for 30 days. Switching to Adit was like night and day. Everything actually works together now.



Sonya
Practice Administrator

Life Before Adit

Before using Adit, most of the front office's daily operations fell on Sonya's plate. She personally handled confirmations, recalls, and patient communication. The practice was missing up to 5 calls per day, forms were processed manually, and Solutionreach reminders often lacked accuracy. The practice struggled to stay on top of last-minute cancellations, and managing paperwork was a constant source of stress. Despite her best efforts, Sonya knew the old system couldn't keep up with the practice's needs.

"I had to manually verify insurance, call patients for confirmations, and type in all forms," said Sonya. "It was exhausting and left room for errors."

Adit to the Rescue

Adit merged phones, texting, appointment reminders, digital forms, e-fax, insurance verifications, and mobile app access into one easy-to-use platform that fully integrates with Eaglesoft. The transition from Solutionreach to Adit was smooth, and the team quickly felt the difference: fewer missed calls, less paperwork, and more time to focus on patients rather than administrative chaos. Sonya no longer spends hours manually confirming appointments or tracking down insurance information, and she can finally leave the office knowing that calls, reminders, and patient forms are handled reliably.

"Digital forms have been a godsend. No more printing or typing in manually," exclaimed Sonya. "The call tracking has been amazing. I can find out exactly what was said and see who called if we missed a call. It's been 100% better than Solutionreach."

The Transformation

01 Streamlined Communication & Daily Time Savings

Automated reminders and two-way texting drastically reduced manual workload. No longer did staff spend hours calling patients for confirmations or individually sending new patient paperwork. Missed calls dropped to nearly zero, and the doctor and Sonya could access patient information remotely, making the office more efficient and responsive.

"Just from auto reminders and forms, we save about 20 hours each week," noted Sonya. "It's been a huge relief."

02 Smoother Scheduling & Patient Engagement

Adit's ASAP List feature has been a game-changer for handling last-minute cancellations. Instead of scrambling to fill gaps, Sonya can quickly reach patients who are available that day, and 50–75% of the time, those spots get filled. Automated recalls bring patients back for follow-ups, and appointment confirmations are now nearly 100%. Together, these features ensure patients arrive on time, lowering the no-show rate by 10–20%.

"Everything is more accurate now, and our patients notice the difference in convenience," said Sonya. "We don't have to follow up with phone calls to confirm."

03 Paperless Workflow & Modern Forms

Digital forms integrated with Eaglesoft replaced paper forms, eliminating hours of manual data entry and repetitive busywork. Adit's E-fax feature made it easy for staff to send and receive documents without printing scores of paper.



Automated insurance verifications were one of the biggest contributors to the team's time savings. These changes not only reduced frustration but also increased accuracy and consistency across the practice.

Everything just flows into Eaglesoft now," explained Sonya. "And the e-faxing is amazing too; I don't have to hope it went through or chase papers anymore. It's saved me at least 20 hours a week.

04 Revenue Growth & Practice Expansion

With improved efficiency, Smiles Unlimited saw monthly revenue increase by 10–20% and new patient growth rise by 20% per month. The team can now focus on patient care and overall experience rather than repetitive administrative tasks. Together, these changes created a smoother, more predictable schedule and more opportunities for treatment.

With Adit, everything actually works together," concluded Sonya. "Patients show up, recalls get handled automatically, and we don't waste time chasing paperwork or missed calls. It's made a huge difference in our production and new patient growth.