



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



Dental



Belton, Missouri

Smiles Unlimited

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

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- **Outdated phones:** hard lines, no caller ID, no texting.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**.

Solutions

- **Digital Forms** let patients complete paperwork before their visit.
- **Text Reminders** cut calls & reduce no-shows.
- **ASAP List** fills last-minute cancellations fast.
- **Automated Recalls** bring patients back & keep schedules full.
- **HIPAA-compliant eFax** sends & receives faxes securely.
- **Insurance Verifications** check coverage faster.
- **Mobile App** lets doctors and managers manage operations remotely.

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