How W. Stuart Dexter, DDS switched from Weave to Adit and saw a **40% boost in patient retention**

Meet W. Stuart Dexter, DDS

Located in Prairie Village, Kansas, W. Stuart Dexter, DDS, is a maxillofacial prosthodontic practice focused on restoring function for patients with complex oral and facial conditions. When Office Manager Dr. Lynne Barbour, DDS, heard about Adit from trusted consultant Lacey Phillips, she and Dr. Dexter explored it further at the ADA Conference. Meeting the Adit team in person and experiencing the platform firsthand made it an easy choice for a practice that values personal connection and clear communication.

Challenges

- Inconsistent integration between Weave and EagleSoft
- Poor customer support from Weave
- Frustration among front desk staff due to inefficiency
- Concerns about older patients adapting to automation

Results

4
Hours of admin time saved weekly

15%
Increase in operational efficiency

30%
Decrease in no-shows

40%
Boost in patient retention

90%
Patients now complete digital forms before their appointment

I've tried systems like LightHouse 360 and Weave, but none have delivered on their promises like Adit. It just works. Plus, their customer service is truly five-star.

Dr. Lynne Barbour, DDS
Office Manager

Life before Adit

Before switching to Adit, the practice relied on Weave for phones, texting, and reminders. But Weave's sub-par integration with EagleSoft often caused issues. The Patient Card feature often failed to work, and Weave struggled to synchronize all patient information. The practice is a beta tester for EagleSoft and is always on the latest version. Weave just couldn't keep up.

> *Weave's patient photo card never worked right. It was supposed to show the caller's photo and info, but it just wouldn't. And when we called support, it took forever to get answers,*

The front desk team, especially their tech-savvy administrator, grew increasingly frustrated with the time wasted trying to get simple features to function properly.

Adit to the rescue

The W Stuart Dexter DDS team loves how Adit's fully integrated platform streamlines their daily operations. From reliable texting and VoIP phone services to digital forms, Adit significantly reduces no-shows with automated reminders. The Patient Card feature instantly displays caller info, while eFax and payment tools simplify communication and billing. Plus, the mobile app helps staff stay productive even when working remotely.

> *Adit has completely simplified how we communicate with patients. Even our older patients are filling out forms, remembering appointments, and staying engaged.*

The transformation

01 Improved Operational Efficiency by 15% with Seamless Integration

Adit integrated seamlessly with EagleSoft, which immediately solved the integration headaches they had faced for years. Adit's Patient Card feature now works as expected, instantly showing photos and caller information. Auto-reminders and digital forms have dramatically improved patient readiness and staff efficiency.

> *The reminders alone have made us at least 15% more efficient, and our no-show rate dropped by nearly a third*

02 Boosted Patient Retention 40% with Better Communication

Some practices hesitate to adopt automation for older patient populations. But Adit's ease of use proved to be a game changer, especially with digital forms and reminders, which became central to patient engagement. As a result, the practice saw patient retention rise to 40%, driven by Adit's easy-to-use, integrated tools that build trust and reliability, which is especially important in a specialty setting with long-term care needs.

03 30% Reduction in No-Shows with Automated Reminders

Like many specialty practices with older patient populations, W Stuart Dexter DDS used to rely heavily on manual confirmation calls, which were time-consuming and often ineffective. After switching to Adit, the practice began using automated reminders and texting, dramatically improving appointment follow-through.

> *Automated reminders from Adit have been a game changer," concluded Dr. Barbour. "We no longer waste hours calling patients, and they actually respond to texts. No-shows have dropped by 30%.*