

90 days after ditching Weave: **AVA Dental gained 25% more patients with Adit**



Meet AVA Dental

Based in Westfield, Indiana, AVA Dental was founded by twin brothers who share more than just DNA: they share a mission to transform lives through compassionate, modern dentistry. The practice emphasizes convenience and technology for a better patient experience, but their software made it difficult to deliver that experience behind the scenes. With subpar support from Weave and a growing list of inefficiencies, they needed a more cost-effective, reliable platform. That's when they discovered Adit.

Challenges

- Ongoing issues and delays with Weave's customer service
- 20% of weekly production lost to no-shows
- Low online visibility and few reviews tools
- Slow, manual check-in processes and inefficient onboarding

Results

\$66K

Increase in production
within 3 months

25%

Growth in new
patient acquisition

86%

Increase in online
reviews

50%

Reduction in
no-shows

5 hours/week

Saved with automated
reminders and forms

If you're looking for responsive customer service, customizable communication with your patients, and overall efficiency at the most cost-effective rate, Adit is the way to go.



Emily
Patient Coordinator

Life before Adit

AVA Dental started out using Weave, but constant delays in resolving technical issues created mounting frustration. The team also struggled with low confirmation rates, inefficient forms, and online visibility. ***"We just couldn't get timely responses from Weave," said Emily, Patient Coordinator. "And when we finally heard back, the solutions weren't helpful."***

Growth was a top priority, but Weave wasn't supporting their goals. After comparing other platforms like Dental Intelligence, Adit's value, functionality, and hands-on support stood out.

Adit to the rescue

The transition to Adit was seamless, thanks to thorough onboarding and proactive support. ***"Our onboarding rep did an excellent job preparing us. Everything went exactly as expected," Emily shared. "The only issues we had transitioning were with Weave, not Adit."***

Right away, AVA Dental saw the impact. Automated reminders helped reduce no-shows by 50%. Digital forms integrated into Open Dental saved hours of admin time. Adit's Pozative review requests drove an 86% spike in reviews. Even small features, like the Patient Card in the Engage module and real-time scheduling confirmations, made big impressions.

It's those little things that make us look polished and professional to patients.

The transformation

01 Production and Online Reviews Skyrocket

Adit helped drive significant production gains and growth by streamlining onboarding, reminders, and scheduling. Since switching to Adit, AVA Dental saw a \$66,000 jump in production and a 25% increase in new patient acquisition. With a fast-growing patient base and a more straightforward booking process, the numbers continue to climb. Automated review requests led to more reviews and stronger patient acquisition. In just three months, AVA Dental gained 26 new Google reviews (an 86% increase). This social proof has boosted visibility and attracted more patients.

02 Time-Saving Tools & Remote Access for Better Care

Automated patient communication and integrated forms dramatically reduced front desk workload. Digital forms, automated reminders, and scheduling confirmations now save the team 5+ hours weekly. ***"We're saving at least 25% of the time it used to take onboarding new patients," said Emily.***

Mobile access gave off-site leadership better oversight and faster response times. With Adit's mobile app, one of the co-founders, who also manages a second practice, can access schedules, messages, and patient updates remotely. ***"Now he can handle weekend emergencies or check in on the schedule without being onsite."***

03 Reliable Support, A Partnership that Fuels Growth

After struggling with Weave, AVA Dental found relief in Adit's service. Having a designated Adit rep who is focused on their growth and satisfaction is priceless.

Our account manager, Sofia, has been amazing. Quick responses, thorough follow-up, and genuine care. That alone made a huge difference for us. That's not something you can quantify on a spreadsheet, but it's been one of the things we've cherished the most about Adit.