

## Goodbye Lighthouse360, Hello \$1.6M: **How Adit became Dedicated Dentistry's growth engine**



### Meet Dedicated Dentistry

Located in Lakewood, Colorado, Dedicated Dentistry lives up to its name- prioritizing top-tier service and stress-free experiences from check-in to check-out. For over two decades, the team has focused on detailed, compassionate care. But behind the scenes, their systems told a different story: disjointed platforms, communication confusion and outdated tools made it harder to focus on what mattered most-patients.

### Challenges

- Limited features and messaging caps with Lighthouse360
- Confusing caller ID caused patients to miss calls
- High no-show rates and time-consuming manual workflows
- Disconnected systems for payments, forms and communications

### Results

**\$1.6M**

**In production** - their highest in 20 years

**25%**

**Increase in** appointment confirmations

**20%**

**Growth in** new patient appointments

**50%**

**More payments** completed with Adit Pay

*If you want to grow your practice, improve communication and give patients a better experience, you should switch to Adit. 100%*



**Gera**

Office Manager

## Life before Adit

Before the switch, Dedicated Dentistry used Lighthouse360 for patient communications, but the platform had frustrating limitations. Message caps, confusing caller IDs and a lack of integrations slowed everything down.



*Our phone number used to show up as an 800 number or a different area code. Patients wouldn't answer - and that really hurt our confirmation rates.*



In fact, confirmation rates hovered around 75% and no-shows were common. The team also used a separate system for payments, leading to inefficiencies and time-consuming follow-ups.

They briefly considered Weave but found it lacked the comprehensive features they were looking for and had a steeper learning curve. When a consultant recommended Adit, the decision became clear.

## Adit to the rescue

From the first demo, Adit's platform checked all the boxes—modern, comprehensive and intuitive. Onboarding was smooth, the support team was responsive and training as seamless.



*It was everything we liked about Lighthouse—but better. And with everything in one place, we're so much more efficient.*



## The transformation

### 01 Record-Breaking Production

In 2024, Dedicated Dentistry hit \$1.6 million in annual production—its highest in 20 years. With fewer no-shows, better patient follow-through, and a streamlined workflow, the numbers speak for themselves.

### 02 Faster Payments, Happier Patients

Adit Pay has transformed the billing experience. From tap-to-pay in-office terminals to convenient text-to-pay links with uploaded EOBs, patients now have more flexibility and control, and the practice sees faster collections.



*We've had a 50% increase in completed payments— even with payment plans. Patients love it. It's less work for us and more empowering for them.*



### 03 One-Stop Shop for Analytics

Adding Adit Analytics was the final piece of the puzzle. Now, Gera and the team can see key performance metrics—collections, hygiene production, and unscheduled treatment—all in one place.



*We used to fumble through multiple platforms. Now, everything's at our fingertips. It gives patients confidence and helps us deliver a smoother experience.*

