

Vacek Family Dentistry **boosts case acceptance by 15% with Adit + CareCredit**



Meet Vacek Family Dentistry

In the heart of Lincoln, Nebraska, Vacek Family Dentistry provides top-notch dental care for patients of all ages, including those without dental insurance. However, managing diverse financing options and fragmented revenue streams while serving such a broad patient base can be challenging.

Challenges

- Delayed collections lead to higher admin workloads.
- High patient case refusal due to cost concerns.
- Fragmented payment systems complicated communication.

Results

15%

Increase in case acceptance

40%

Increase in 5-star Google reviews

83%

Treatment acceptance rate

14%

Net patient growth

62%

Diagnostic rate (above industry average)

2%

Broken appointments

53%

Patient capture rate1–1.5
hours**Saved per day** in admin work

I've worked in Dentistry for over 40 years and tried other programs. Once we worked out the initial kinks of making the switch, Adit seems to work the best of those I've tried.



Sheila
Office Manager

Life before Adit

While Vacek Family Dentistry makes running a practice look easy by putting patients first and leveraging technology, the reality behind the scenes was different. Sheila, the office manager with 40 years of experience, was overwhelmed by managing multiple platforms with no centralized system.

It is nice that Adit has several features like texting, Adit Pay, and the CareCredit connection in one place," Sheila said. "We don't have to use multiple different programs anymore.

Most of Vacek's uninsured patients chose CareCredit to pay for care, but CareCredit did not sync with their practice management software. This led to duplicated tasks and delays in billing and collections.

Adit to the rescue

When Adit launched its Financing Module with a built-in CareCredit integration, Sheila saw an opportunity to simplify everything, and she jumped on it.

With the **CareCredit Launcher built into Adit Pay**, her team could now:

- Instantly check if patients were pre-approved
- Launch applications directly from the Patient Card
- Offer CareCredit at the point of treatment planning
- Automatically post payments to their ledger

I had a middle-age man who wanted to get treatment done but knew he couldn't do it without some sort of financing," Sheila said. "I offered CareCredit, however, he said he wasn't good with computers and probably wouldn't be able to do it himself. So, I logged into CareCredit through Adit right there in the office and helped him with the application. He was immediately approved and I scheduled him for treatment within a matter of minutes! We were both thrilled.

The transformation

01 Increased Case Acceptance

With Adit's seamless CareCredit integration, Vacek Family Dentistry saw a 15% increase in case acceptance, making it easier for patients to move forward with treatment.

02 More Productive Admin Team

By consolidating three platforms into Adit, the team saved 1 - 1.5 hours of admin time per day, streamlining workflows and allowing them to focus on patient care.

03 Data-Driven Insights Fuel Growth and Efficiency

Adit's Financing module with CareCredit built-in provided Vacek Family Dentistry with valuable insights that significantly enhanced their practice. The team achieved an 83% treatment acceptance rate, a 62% diagnostic rate, and a 53% patient capture rate, while keeping the number of broken appointments at just 2%. These key improvements played a pivotal role in driving a 14% net patient growth, demonstrating the positive impact of more streamlined and informed practice management.

Overall, I have to say that I am very pleased with Adit and the CareCredit connection," Sheila concluded. "I love the fact that once a transaction is run through Adit, I can look on the 'Financial Page' and check my numbers to make sure I have figured out the CareCredit payment and fee correctly.