



Case Study

Taking an Oral Surgery Practice to the Next Level

Eva Angelina Romero

According to Eva Angelina Romero, head of operations at Solace Oral Surgery, growing your practice is directly tied to knowing how your practice is performing at any given time. “When you know where the gaps are, you can quickly take steps to fill them,” Romero said.

Romero, who is also co-owner of the practice, says Solace is in growth mode. The practice management software they were using was outdated and tedious to use. When not in the office, for example, she and her team would have to remote in to see their schedules, which required too many time-consuming steps. She decided they needed a new solution—one that was cloud based, offered anytime-anywhere access, and would help the practice achieve the level of growth they were looking for.

Clean, Clutter-free Design

“I’m a very visual person, so, when I first saw Sensei Cloud for Oral Surgery, I immediately loved the modern look and feel of it and the way practice information was presented,” Romero said.

“Everything we need to see is right there on the dashboard. We can then share that information with the team and talk about what we need to do next.”

Goal Setting that Gets Results

Romero believes goal setting plays a major role in achieving success. But those goals need to be accurate and realistic. Sensei Oral Surgery has improved their goal-setting capabilities because they always have a crystal-clear view of where the practice stands in terms of production—and so much more.

“We can see the number of treatment plans that haven’t been scheduled and discuss what’s been done and what the next step should be,” she said. “I can also see our receivables and patient confirmations. If I spot any issues, I get with the team, and we decide together what we need to do to achieve our quarterly goals.”

It’s true that Solace’s previous practice management software could provide that level of information on performance. But again, the process to produce reports was cumbersome.

“These days we need everything quick—and at our fingertips—and we just didn’t have that before,” Romero said. “Plus, because of the way Sensei Oral Surgery presents the data, it’s easier for us to explain where we are to the team, and they get it. Before, they didn’t really understand the needs and expectations.”

Better Patient Engagement

Patient Manager, a Sensei product, is the platform’s digital hub for patient engagement. The practice had previously been using a third party for text messaging, so Romero was happy to consolidate patient engagement with practice management from one vendor instead.

Romero said: “We love how the messaging is automated and integrated with the software. We also love how much easier it is to solicit patient reviews, which is another key to increasing our patient base.”

Patient Manager has customizable email templates that a practice can use for automated campaigns. Romero says they are just beginning to leverage this capability and is pleased with its potential for practice growth.

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Streamlined Payment Process

Solace is also in the process of adding Payment Manager, a Sensei product, and Romero is excited about the gains in efficiency this will bring to the workflow.

“When we process a payment, it automatically posts to the patient’s ledger. It’s making our lives so much easier,” she said.

Transitioning to a new software platform is a big step to take. For practices that want to thrive, however, it’s a necessary one.

Romero has some advice: “Change is always hard. But once you get through, you wished you could’ve done it sooner.”



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