

Simple user experience, robust capabilities; Why Dental Wellness at Dry Creek switched back to Weave



Dental offices are always evolving. From new patients and employees, to new systems and technologies, offices grow and try to adapt to changes all around them. Changes bring stress to daily operations, and sometimes in the pursuit of greener pastures, stress gets confounded when new systems don't work.

Dental Wellness at Dry Creek in Centennial, Colorado was a happy Weave customer. But when it came time to change to a new practice management system, Curve, the office was told that a different phone system would integrate better. Fear of potential frustrating technology errors on an “unintegrated” system and not having a solution optimized to best help their practice, led to them switching to the suggested phone and text provider, Mango and Curve GRO. After 2 months of frustration, and several phone calls to support, Dr. Suri asked if Weave integrates with their system. They were told it did, leading to the office happily switching back to Weave.

“

We only lasted about 2 months. But if our team is honest, we wanted to switch back right away. We are so happy to be back with Weave.

The Switch

Dental Wellness at Dry Creek loved Weave. Years back they had Solutionreach before discovering Weave. They were surprised at how much of a difference the right system could make.

“When we went to Weave it was a big improvement - so much better than Solutionreach. We all really, really liked it.”

The office made a change to a new practice management system, Curve. They were told that Weave may integrate with it, but their proprietary system integrates better and did everything Weave does. Not fully understanding the differences nor wanting to have a system that was inferior, the office made the VOIP system switch as well.

“We were told the system has phones and texting and does all that Weave does. They really encouraged us to sign up for GRO + Mango”

The office tried to get used to the new system. However, daily frustrations of missed text messages, problems with appointment reminders and daily headaches of a system that made simple things more complicated added up. Finally they asked about the Weave integration capabilities and found that it was perfect for what their office needed.



“

Weave is so much simpler and accommodates all of our needs. [Mango + GRO] had no distinguishing features from Weave or any features that were better or integrated better with Curve. I don't know why we even tried to switch.

The Difference: Robust functionality, simple user experience

There were many differences in the systems, but when it comes down to the biggest differences, office manager Vanessa sums it up:

“To try a different system, there is so much set up and campaign complexity - so many little things to do and buttons to push, boxes to check to do the simple things that Weave did intuitively. **The simplicity of Weave is what I like the most about it- plus you can do it all in one system.** Faxes, text, emails. It has it all.”

Texting and Reliability

A major issue for Dental Wellness at Dry Creek had with Curve GRO was that patients on the schedule were not getting automated appointment reminder texts. The automated texts for patients that were due were also not being sent.

“Not only was this resulting in less communication from patients, but it **endangered our schedule and business.** We were really unhappy with it.”

They then noticed many patients on their schedule were unconfirmed, despite the patients texting back to the office. GRO only recognized specific responses like “Y” or “Yes” as appointment confirmations.

Weave's smart response technology automatically detects positive and negative responses in appointment confirmations and notifies your office that action is required. Weave's texting solutions are designed to be easy, one-click communications wherever you are...which brings us to the next difference the office noticed.

“With Weave, when someone responds to our text messages, it recognizes patients’ replies like ‘hey thanks for the message, looking forward to it, I’ll be there on Thursday...’ as confirmations to schedule. GRO did not do that- the appointment would have remained unconfirmed, it wouldn’t recognize it as a confirmation. So that alone saves me a lot of time. It kept our office from reaching out again to patients who already confirmed and ultimately was one less thing to worry about.”

Mobile App

Mango and GRO had a mobile app the office could use, but it had major limitations compared to what the office was used to with Weave.

“We had a mobile app with GRO/Mango but their app was useless. All we could check is phone call log, but I couldn’t even look at the messages. I was like, ‘what’s the point of being able to see the logs if I can’t check the messages?’ A completely useless feature and functionality.”

To combat that lack of capability, the Mango and GRO app would forward calls that came into the office after they were closed to the staff's phone through the app. Neither Dr. Suri nor Vanessa wanted that so they would turn it off, only to have the feature turn back on automatically whenever the system refreshed (which turned out to be often).

Contrast that to Weave’s, easy-to-use and convenient app.

“I love Weave’s phone app. I use it on the weekend or sometimes at night to check and ensure someone didn’t call or cancel - especially first thing in the morning. Helps me be prepared as I go into work.”

“It also gives me the ability to tell patients at the end of the day that though I will be leaving the office for the day, I can still check messages and continue the conversation with the patient. This makes it so I don’t have to call back into the office/doctor and ask if a patient ever called back and confirmed. **Less work for everyone all around.**”





Bulk Communication

One other area that caused frustration was the two system's lack of sending out mass messages. The office relied on that capability for recall campaigns. When asked about sending emails to all of their patients, they were told they would have to find an add-on digital service— something that came with Weave.

With Weave, reaching patients is simple. Reach out to patients individually via text or phone or reach hundreds at once with [Weave's Bulk Texting](#) and [email](#) platform. Save time and grow your practice all at once.

“Dr. Suri would put together patient emails at the end of the year, and with Weave it was so easy. It was easy for us to reach out to our patients be it in mass via email or bulk text, or personal phone calls and texts.”

Hi everyone, our office will be closed today 11:00-1:00 PM for a scheduled maintenance.

Thank you for your patience! We are now back open.

Simple platform with powerful capabilities

Weave brings together a world-class phone system and a suite of communication tools into an intuitive and easy-to-use platform.

“There are so many things I love about Weave. I like the quick text response - it is so easy to use. I mean even a monkey could do it - it is so simple. That’s how it should be.”

With Weave, it's easy to automate more tasks, keep schedules full, get paid faster, collect more reviews and much more. This leads to fuller schedules, more on-time appointments, more production and ultimately a more stress-free office.

“Weave has a big impact on our appointments and our ability to communicate with patients. It keeps patients coming back and helps us continually keep our schedules.”

If your dental office is looking for a better patient engagement system or technology to help make the daily tasks of your team easier, check out what Weave has to offer. Schedule a free [demo](#) or take a look at our customer stories [here](#) to find out from real people how Weave can make a big difference for you and your team.



**See firsthand how
Weave can simplify your
office today.**

Schedule a demo