

# A Lasting Impact: How Weave Has Helped Office Manager Robin Maddux For Over A Decade



**10 year  
customer**

Robin Maddux is not new to Weave nor dentistry. She started out as a dental assistant and quickly worked her way up to managing teams and communications—something she has perfected over the last 15 years. She first heard about Weave in 2010, when it was brand new to the market and started using it in her office. Now almost 15 years later, Robin loves Weave more than ever, having seen Weave grow in infancy from a two-way texting communicator to the huge robust communication management system it is today.

Robin has worked at several offices. Many times when she starts at a new office, the office is using competitive products.

That is before Robin transitions them from competitive, web-based application software to Weave's all-in-one platform. When asked how she has convinced so many offices to change platforms, Robin replies, "First thing I do is I tell them how crappy their current system is compared to Weave. I talk about how we can simplify everything, communicate better with patients." But the benefits go beyond making communication simple. Robin reflects that Weave has **greatly helped more patients showing up to their appointments, while drastically reducing patient no-show rates** for each office she has worked with.

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I am a huge Weave advocate—I get it implemented in every office I work for. I can't work without it. Honestly nobody should work without it.

# Results

**15%**

Increase in late payment collections with Text-to-pay

**25 minutes per patient**

Weave's insurance verification saves time per patient

## Digital Forms

Robin uses Weave digital forms to conveniently gather important patient information—especially from new patients - prior to appointments and seamlessly import them into their patient record system.

"I absolutely love Weave's new patient forms. They are mission critical. Super easy. User friendly. Our patients no longer need to show up 20 minutes early, they show up on time and it is more convenient for them—which ultimately leads to a better patient experience."

## Payments

Weave's payment system and Text to Pay have helped Robin collect payments quickly and easily. She implements text-to-pay in the late-payment collection process and has seen a 10-15% increase in collections from overdue bills.

"With Text to pay, Patients can pay for appointments and procedures from their phone. They pay every time, we have never had issues. Such a great feature."

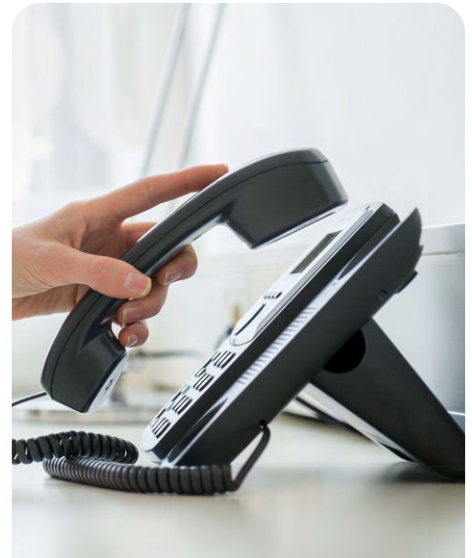
## Insurance Verification

Robin recently lost a staff member and has been taking on additional responsibilities. Having just added Weave's Insurance Verification, she is able to efficiently take on the role of verifying insurance before patient appointments while still completing all her other tasks in her other roles.

"I have been an insurance coordinator before and the difference between the past and having Weave Insurance Verification is dramatic. It helps me out so much. It saves us 25 minutes per patient—easily."

## Why Weave for life?

For Robin, Weave is more than just a preference, it is a necessary tool to help her improve patient engagement and communication in her offices. The results speak for themselves; **more on-time appointments, less cancellations and no-shows, better payment collections and improved patient experiences.** But beyond that, Weave makes the stressful role of office manager more painless.



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Besides all of the great features I love, Weave gives us reliability more than anything else. It gives peace of mind.