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I usually spent 7 to 10 hours a week on the phone before using Weave. Now, I'm on the phone only 2 to 3 hours per week. We are able to text our patients and remind them to come in. I can get everything sent out in a matter of minutes instead of spending an hour or so a day - major time saver.”



How Weave saves AAA Hearing an hour every day

Challenge

With the impact of the pandemic, AAA hearing had to let go of an office administrator. This change resulted in the owner, audiologist, and hearing instrument specialist spending a lot more time on the phone, performing administrative tasks in addition to their other work. They spent 7 to 10 hours a week on the phone reminding patients of appointments. Because their old analog phone system only allowed two lines to be used one at a time, they witnessed numerous missed calls every day and when patients attempted to call back, they were frequently on the phone.

Solution

Weave Phones and Messages have allowed AAA Hearing to communicate with patients via text message, send out appointment reminders, and always have a line open when patients call in.

70% ↓ 

Impact

Weave has helped AAA Hearing cut down their phone time by 70%, going from 7-10 hours to 2-3 hours per week, all while improving their customer engagement.