

ALTIUS DENTAL DRIVES VALUE AND CREATES BETTER PATIENT EXPERIENCES WITH WEAVE

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CHALLENGE

Ensuring the quality of the patient experience and keeping schedules full across 25+ locations, without actionable data and analytics.

Altius Dental was founded in 2016 by an entrepreneurial husband and wife dentist team, who had already opened several practices on their own. With Altius, they saw the opportunity to partner with dentistry-focused owners and practices to provide accounting, HR, IT, marketing, and other services, particularly to those in rural areas.

But Altius didn't have great visibility into communication volume and the quality of patient experience when patients would call in or be called for recall. More than that, with many of their practices in rural areas, their internet and landline phone service would experience frequent disruptions - stopping vital communication in its tracks.

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RESULTS

50%+ Decrease in Missed Calls

STRATEGICALLY STAFFED AROUND TIMES OF HIGH CALL VOLUME

Visibility into Patient Experience

GAINED VISIBILITY INTO THE NUMBER OF SCHEDULE-BUILDING CALLS MADE PER DAY, AND THE PATIENT EXPERIENCE

Rapid COVID-19 Response

REDIRECTED CALLS ACROSS 25+ LOCATIONS TO COORDINATE EMERGENCY TREATMENT AND DECREASE EACH OFFICES' OVERHEAD

“ We needed better call analytics to staff at the right times for volume, understand if offices are making outbound calls to keep a good schedule, and give office managers better visibility into times with high call volume so they can structure their days more effectively. ”

DARREN BOGGS + COO, Altius Dental

INSIGHT INTO COMMUNICATION QUALITY, VOLUME, AND PATIENT EXPERIENCE

Prior to partnering with Weave, practices that partnered with Altius used their legacy landline providers to place and receive calls. Unfortunately, this didn't give Altius much insight into how patients were being communicated with, and with what volume.

When Altius rolled out Weave across their 25+ practices, they were immediately able to see times of high call volume, when calls were being missed, and if callers were existing patients. With that data in hand, they could arm each practice's office manager with information to help them optimize their staffing decisions, and build their schedules around times of high call volume to ensure calls weren't being missed. In just two months from when they started using Weave, Altius decreased the number of calls their practices were missing by over 50% (from over 13% to less than 6%). Altius could also measure the number of outbound, schedule-building calls made each day to see if offices are on the right track and filling their schedules.

Altius also provides its partners with an in-house quality assurance team which helps practices continually give patients a great experience. Prior to using Weave, this team had no visibility into call quality. Since every call is recorded with Weave, Altius can continually monitor quality and work with its partners to provide patients with a great experience every time they pick up the phone.

RAPIDLY ADAPTING TO COVID-19

When Texas mandated that non-emergency services shut down in March 2020, most offices were left scrambling. With Weave, Altius rapidly created a response plan that kept patients informed and allowed them to be seen for emergency service - while being able to close their offices until emergency service was necessary.

Through Weave, Altius notified their patients of the change to emergency services only through its Email Marketing functionality, and texted and called all patients on the schedule to provide more updates. Altius also updated their practices' voicemails and missed call text to explain the situation to inbound callers and explain what to do if they were experiencing a dental emergency.

Then they temporarily closed their practices. Instead of operating under limited hours for each, Altius routed any call to one of their partner practices to their headquarters, where emergencies were validated and the relevant practice could reopen to provide emergency service on an as-needed basis. Altius staff were even able to text patients when needed - for example, when mouth pain made calling impossible.

Based on the volume of calls and the need for emergency service, Altius could efficiently reactivate resources and limit overhead during the most unpredictable months of the last decade. And when their practices reopened, Altius just restored all their previous settings.

“ A lot of our practices are in rural areas, so they experience frequent phone and internet outages. This used to be a big problem for us, because patient communication and service would basically stop. Now staff can just pull up the Weave app on their smartphone and continue taking calls, placing calls, and continue serving patients as usual. ”

DARREN BOGGS + COO, Altius Dental