

Impact of industry-leading technology: How Dunwell Dentistry discovered the value of Weave after trying ‘comparable’ technology



Challenge

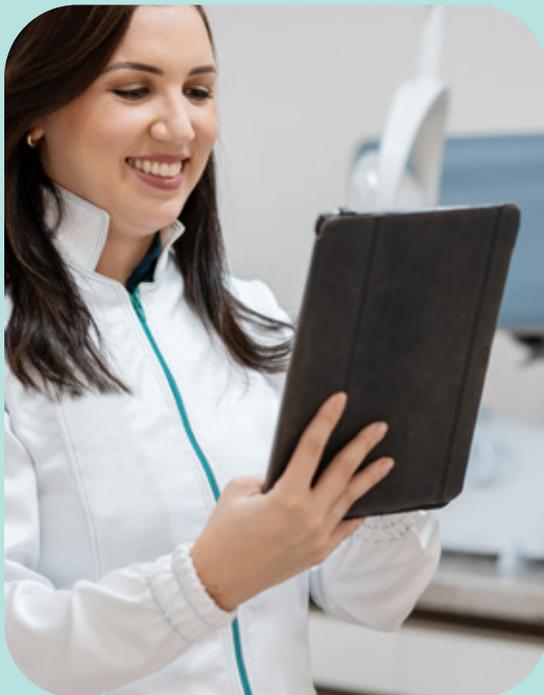
Having industry-leading technology in your office improves your practice and adds tremendous value to your business. Patient communication platforms not only add value for patients but simplify the roles of your team. After Dentrrix changed its packages and benefits, Dunwell Dentistry decided to try out the Dentrrix-packaged phone system to avoid paying both Weave and Dentrrix for the same features. It only took a few weeks before they realized that the switch impacted the entire operation and was a major downgrade in communications.



Since 2018, Dunwell Dentistry, located in South Lyon, Michigan, has been a Weave customer. After learning that Dentrrix was changing the price and feature bundle of the key package their office uses, Dunwell Dentistry decided they would try out the phone and engagement system included in the Dentrrix package. Since they were promised by the rep that both systems were comparable, Dunwell Dentistry thought the cost savings would be worth the risk of choosing an inferior system.

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We only lasted about 2-3 weeks. We absolutely hated it. The change was a big step backward from Weave.



After only being with the Dentrrix system for roughly three weeks, the Office Manager, Kim Konopka, and her team realized the platform was a major downgrade and they had **compromised their office's communication and efficiency.**

It became apparent that Dentrrix's solution had several issues including limitations with text messages, difficulties with patient data integration with their phone system, archaic voicemail, and phone technology, and the uselessness of the mobile app. These issues caused significant headaches for Kim—who interacted most with the platform—and overall led to a breakdown in performance and team communication.

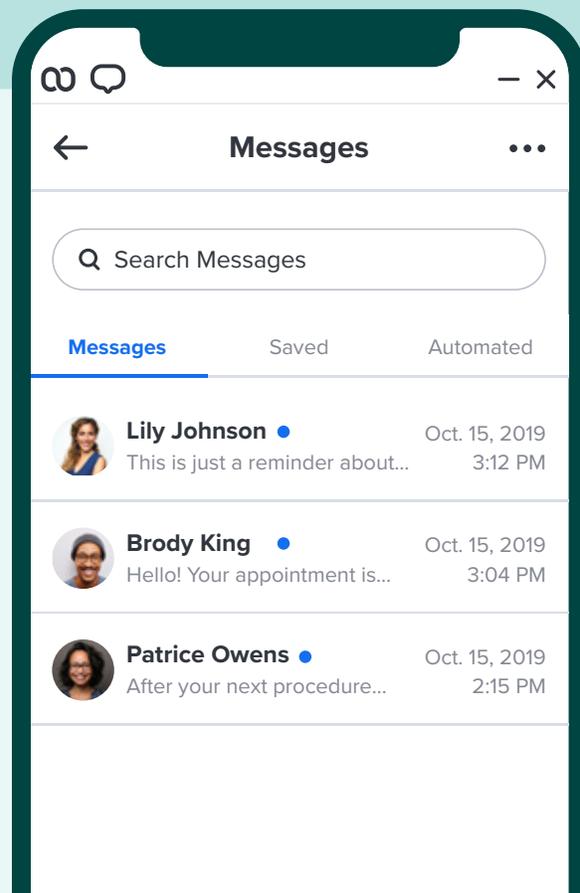
Results

There were many areas where Weave shined above the Dentrrix system, but for Kim, there were three solutions that significantly reduced headaches and made her role much easier:

- ✓ **Ease and all-in-one functionality of the mobile app**
- ✓ **Efficiency of and ease of texting**
- ✓ **Smooth patient integration that makes communication personal**

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We didn't realize that Weave was going to be that much of a difference, but it was. We were promised that their native systems were going to be similar to Weave, but they were not. Nowhere near as comparable.



View everything at a glance on one, single platform

From the beginning, Kim noted how much pressure she felt to switch platforms. Dentrix was changing its bundles and packages, and their office relied on the features of the higher packages. Their concerns about switching from Weave were eased with promises of similar capabilities and a lower price. However, it didn't take Dunwell Dentistry long to realize the value that Weave brought was well worth the price point.

Some of Kim's favorite things about Weave include:

Weave Mobile App

Weave's mobile app is designed to give you the power to keep your office running from the convenience of any mobile device. Its simple navigation and all-in-one functionality help you have confidence you are always able to engage with patients.

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Though Kim was promised during the demo that the app was just like Weave's, the differences were monumental. Their team was forced to work with two separate apps, one for the phone system and voicemail messages, and the other

for texting and viewing the schedule. Along with not having everything within one easy app, the functionality didn't compare. For example, the scheduling app limited how you could view the schedule, only allowing it to be viewed in a list format and not by appointment layout. The headache the app(s) alone caused was enough for Kim to long for the simplicity and functionality of Weave.

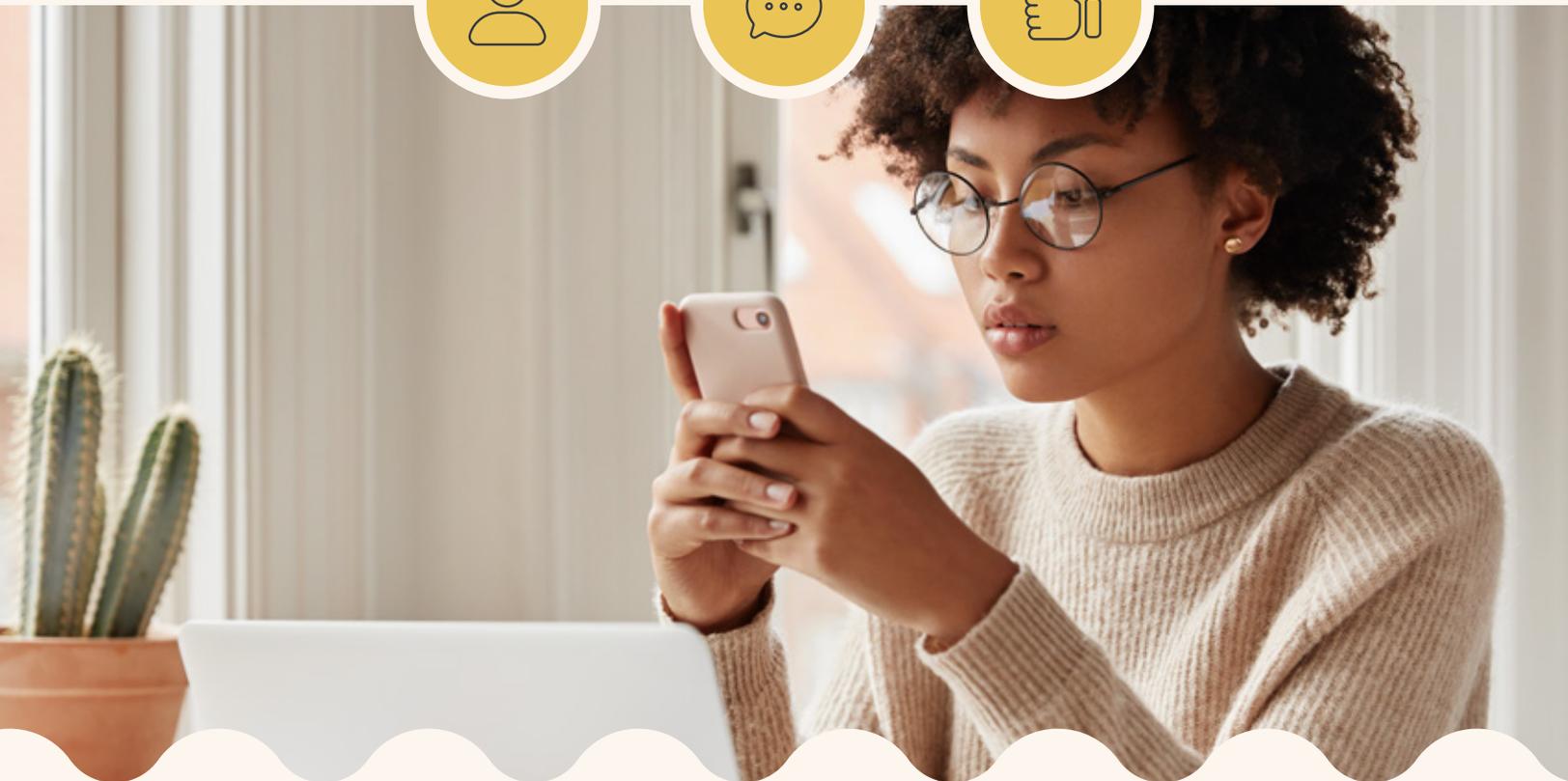
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Honestly, it is worth it to have Weave for just the mobile app alone—it is 10x better than Dentrix. It is a game changer for us. Everything is in one place. We have 7 employees and they all use it and love it.

Weave Texting

Weave texting allows you to have convenient and simple, one-click communication wherever you are. Weave texting software gives your patients the communication they need no matter where they are headed; at home or on the go. Kim reported that Dentrix's texting capability limited the characters she could view when writing messages, making it difficult to write longer messages. Plus it often broke up long messages into two messages that the patient would receive.

For longer messages, this hindrance made communicating very frustrating. Templated messages their office had been sending with Weave for years suddenly were harder to manipulate and provided a worse experience for the patient as they could receive multiple messages, broken up.





Weave Messages

Weave messages allow you to send patients texts from your computer or mobile device. When Dunwell Dentistry made the switch to Dentrrix, Kim was forced to use a browser to send messages. Kim reports that the system would time out and she would be forced to log back in frequently, about 2-3 times a day. Though it may seem like a simple inconvenience, the frequency of this task adds up during the day and creates less time to manage other important duties. **Weave is designed to increase productivity and minimize tedious tasks, not add to them.**

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Weave texting is awesome—I text patients all the time. With Dentrrix, the texting feature was not as good, which made me less enthusiastic to use it.



Weave Phones

Weave's phones help your office spend less time managing calls and more time engaging with patients. Weave integrates with practice management systems, like Dentrix, to pull in patient information, appointment, payment history, and more right when the patient calls.

When Dunwell Dentistry implemented Dentrix, one issue they had was the integration of patient data. For example, if the patient didn't leave a voicemail - the system didn't show who called. The proposed solution to this was to manually upload every patient into the phone system—a seemingly redundant and frustrating task.

“[Patient-data integration issues] made it hard to return phone calls confidently—it was essentially guesswork. I could call back and say ‘hello this is Kim from Dunwell Dentistry, I missed a call from this number’ but that is a terrible patient experience. Despite it being the Dentrix-sponsored system, the systems didn’t communicate well with each other.”

Weave Voicemail

Weave allows you to easily manage your voicemail greetings, phone tree menus, and hold music to create a top-notch phone experience. With Dentrix, something as simple as changing a recorded voicemail greeting became overly complicated and was not easily accessible. Kim recalled that the doctor noticed the difficulty of the process and said it was ‘very archaic and outdated’.



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Overall, the difference between the Weave system and the one Dentrrix provided was a big deal. I didn't know I missed it until it was gone. This is especially true of the app—having everything so accessible via the app was something we not only were accustomed to but was part of our processes.





Why Weave?

For Kim and her team at Dunwell Dentistry, they discovered the value that Weave brought to their office once they switched to Dentrix. Kim found that patient communication software not only creates a more personalized patient experience but it simplifies her role as an office manager and saves her time during the day.

With Dentrix's solution, Dunwell Dentistry felt it made a significant step backward in their patient communication platform. It didn't take long for the team to learn that not only does patient communication software impact the patient experience, but it significantly impacts the efficiency of the team and their overall satisfaction in performing needed tasks.



One place for every customer interaction

Weave is a patient engagement system designed to solve headaches, not create them; save you time during your day not sacrifice it.

If your dental office is looking for a better patient engagement system or to save time and improve efficiency, check out what [Weave](#) has to offer. Schedule a free [demo](#) or check out our other resources [here](#) to find out how Weave can make a big difference for you and your team.

Impact of industry-leading patient communication technology

“In the end, it is costing us more to have Weave with the higher-packaged Dentrix system. However, it is well worth it to us. We didn’t realize that Weave was going to be that much of a difference, but it was. We were promised that their native systems were going to be similar to Weave, but they were not. Nowhere near as comparable.”



Learn more about how Weave can impact your office.

[Schedule a demo](#)