

# **Satisfyingly simple: how Weave's user-friendly technology simplifies work for Dr. Logan Smith's office**



Not all patient engagement systems are created equally. Even when systems say they can do something that others can, it's just as vital to consider the overall experience. The difference really is in the details.

Dr. Logan Smith, a dental practice in Reno, Nevada, found this out first hand. After using Weave for several years, the practice hired a new office manager who persuaded the practice to switch to a different patient engagement system, Solutionreach. Everyone was willing to give the new system a try, but within two months, they decided to switch back to Weave. Office Manager, Natalie, recalls:

“

My girls, the scheduler and the financial assistant tried to give Solutionreach a chance, eventually the frustrations started adding up. I was on a vacation when the assistants decided they had enough—they hated it. I had to ask myself what is going to be the most efficient, what will people fully use, and make the choice that will be best for the office.”

**Why switch back? The reason—Weave's intuitive user experience, complete suite of seamless products, and solutions that “just work.”**

There were many areas where Weave outshined Solutionreach, but Natalie and her team noticed three top areas where Weave really simplified their jobs during the day.



**Simplifies patient and team communication**



**Simplifies the payment collection process**



**Simplifies processes to help save time**

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**Solutionreach doesn't do half the things that offices need it to do—especially texting. Too many limitations for the world we live in now. You have to be able to have conversations with patients.**



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**I could go on for days about Weave and how so many things work so well that it was a no-brainer to go back.**

# Weave texting makes things simple for Dr. Logan Smith's office

## Weave Texting

The first thing that surprised Dr. Smith's staff was how complicated and troublesome it was to text with Solutionreach compared to Weave. While Weave's two-way texting is based in an all-in-one format within a desktop application, Solutionreach required them to configure text messaging in a confusing browser application. What's more, lags often occurred with text deliverability or showing replies in the system, which led to embarrassing moments of multiple replies on a single text—and some texts were never sent at all!

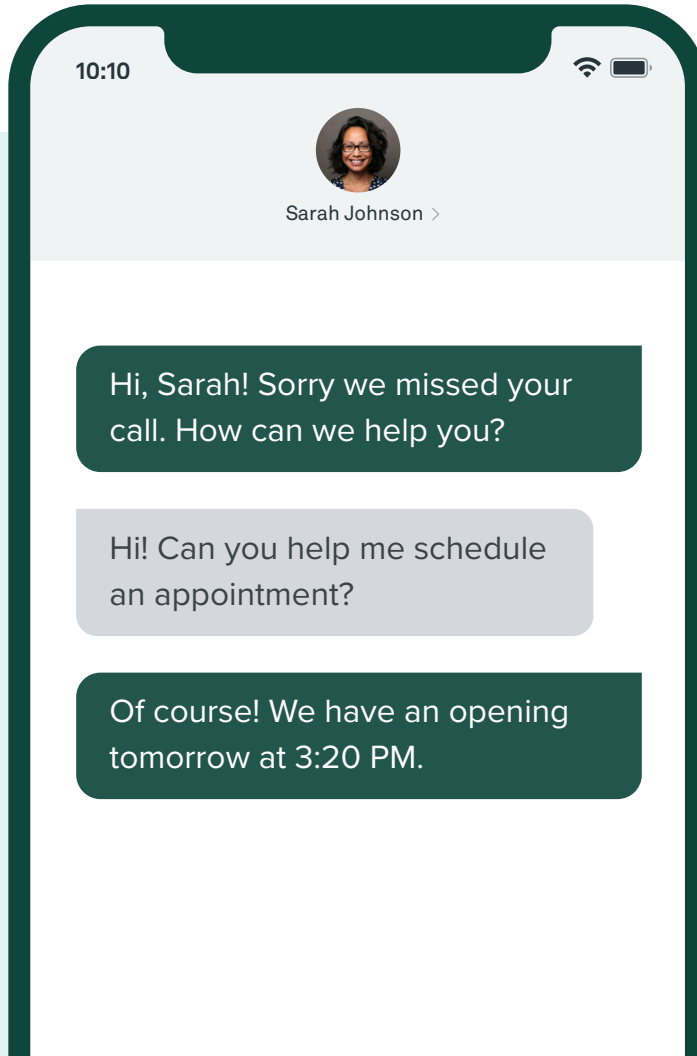
"Solutionreach's messaging platform was overly complicated. **Losing messages means potentially losing a patient.** It was much more difficult to use, the functionality was harder to figure out, without having a wealth of knowledge of the inner workings of the system. This made it hard to adopt. There is no reason for your front desk to be struggling with basic communication with patients."

Julie Smith, IT Manager

"Texting—oh the texting! [Solutionreach] changed their format. It wasn't user friendly. It wasn't clean. I tried flagging texts to users, but it wasn't working. There was a lot of lag time between posting messages, so we had several people in the office respond to patient texts because they thought no one had responded.

**It made us look stupid like we didn't know what we were doing."**

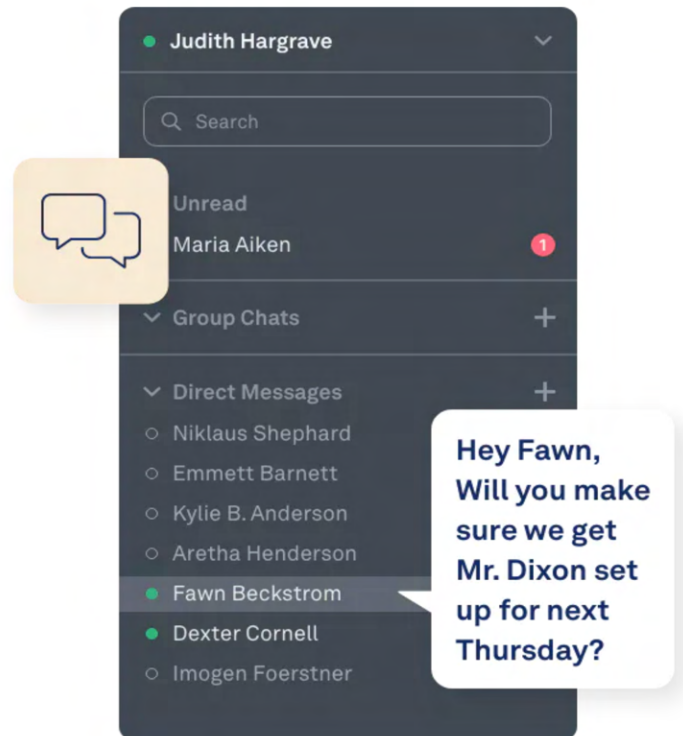
Natalie, Office Manager



## Weave Team Chat

Another feature that was noticeably different was the ability to chat with other staff members using an interoffice communication tool. Although Solutionreach offered a chat tool, Natalie recalls, “It never alerted you that you had a message in a clear way. It was so frustrating and cumbersome, we were patient and tried to figure it out but we stopped using it after a while and ended up just texting each other.”

Weave's solution, Team Chat, is easy to use and empowers better team connection and communication. Natalie and her team no longer had to chase down colleagues or run to the back to get answers for patients at the front desk.



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**We love Weave's Team Chat. It is so clear. We communicate with the team in the back all the time and they don't have to walk up. It has made things so much smoother and way more productive. I would spend half an hour walking around the office, or lose sticky notes in the shuffle. I save at least half a day's worth of work with just that functionality alone. Though, I am not getting my steps in like I used to.**



### Weave Payments: Text to Pay

Payments should be uncomplicated for patients and quick for offices. Unfortunately for Dr. Smith's office, collecting payments with Solutionreach was very different than they were used to with Weave. One key change was that patients had to pay the full amount and weren't offered the flexibility to pay toward the balance, which many patients preferred. Furthermore, Solutionreach payments occasionally didn't work at all which meant extra time and effort from the office to double-check that each payment went through.

"With Weave you can pay towards the balance—more flexibility. Rather than with Solutionreach you were forced to pay the full balance, all-or-nothing. This made it so much more inconvenient for our patients. Also, it seemed to not work in some situations or with specific phones."

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**I love the Weave's payment links. I usually get payments from patients right away.**

After switching back to Weave, Natalie immediately became a Weave superfan because she appreciated the simplicity of the platform. Weave was able to take a lot of her team's complex, time-consuming tasks and make them easy. It makes her office much more efficient so her team can focus on all of the patients visiting their office every day...not waste time with making things work in their patient engagement system.

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**I am so glad we came back to Weave. I had never really used Weave before the change—I was an ambassador for Solutionreach before and now I don't recommend it. Go to Weave, it is so much easier. It's like having an actual employee in an app—definitely worth it.**



# One place for every customer interaction

Weave is a patient engagement system designed to simplify communication and office processes, empowering your office to reclaim valuable time, eliminate needless effort, and alleviate headaches.

**If your office is looking for a better patient engagement system or tools to help you save time and improve efficiency, 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**