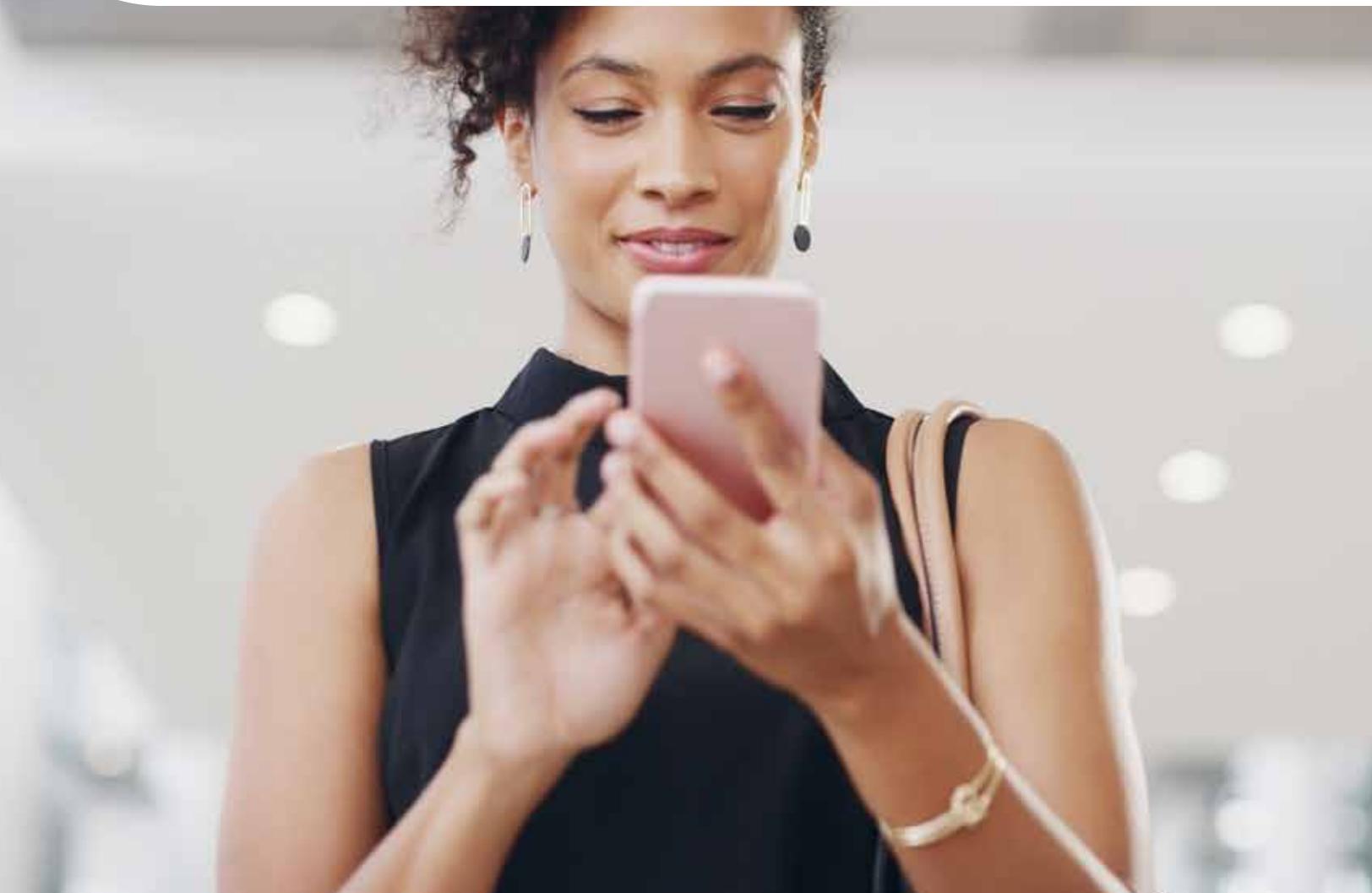


# The power of Weave texting

The quickest way to reach a customer is through a text. It's convenient, quick and incredibly easy. It's no surprise that texting has become the overwhelmingly preferred method of communication, including with businesses. Read what real customers have to say about Weave texting.



**94%**

of providers agree that text message reminders make patients more likely to show up for their appointment

**72%**

of patients prefer text appointment reminders

**81%**

of customers indicated they prefer healthcare providers who have the latest technology

## Why Text?

Your message is most effective when it is in the method that your customers use and prefer. Make sure your message is heard and connect better with customers through texting.

## Time-Saving Secret

Weave Texting can benefit your office in many ways. Texting can save your office 3+ hours a day,\* simplify processes, provide better accessibility and increase productivity by unleashing your team's multi-tasking potential.

“

Coming from a practice with no 2-way texting, I can promise it makes a massive difference in patient satisfaction. We text our patients all day every day, even after hours when needed...We have had nothing but 5-star reviews and almost all of them touch on patient experience. I truly believe having the ease to text our patients is one of the main factors in our reviews.”

**Erin Koetter, Eye Hub HTX**

“Weave Texting saves us hours each day. When you think about it, phone calls can take 5-10 minutes, so when you get 50+ phone calls a day you are looking at about 250 - 500 minutes (4-8) hours of staff work. Texting saves our office about 50+ phone calls a week - and that's a lot of time saved.”

**Debbie Evans, Wainwright & Wassel DDS**

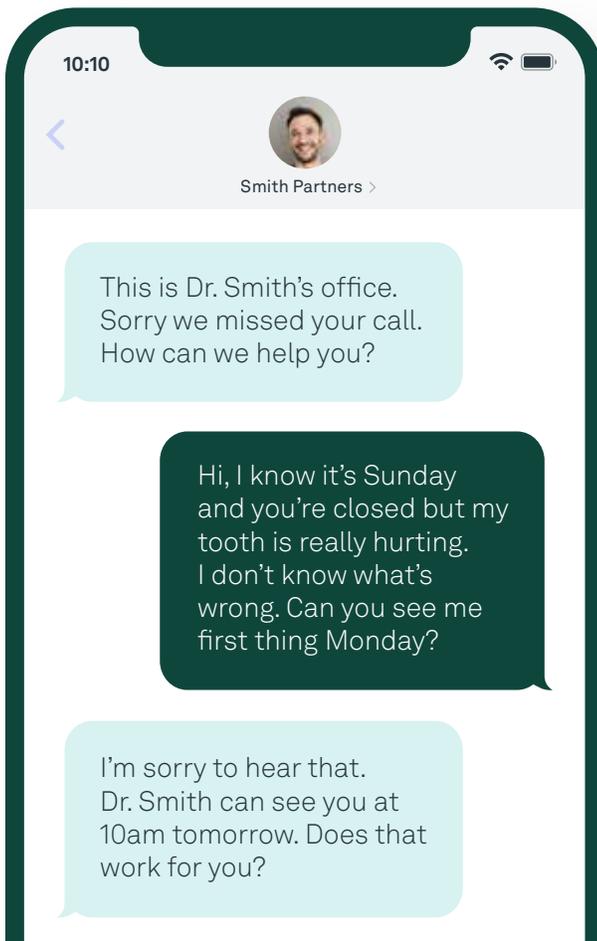
## Weave Texting—How it works

Weave Texting gives you easy, one-click communication through your office computers and any mobile device. Send links, emojis and pictures to create engaging and personalized messages.

“

**When patients have quick questions that they would prefer not to call for, they can shoot over a quick text and we can quickly respond. Patients can also text a picture, worth more than 1,000 words when it saves them gas by avoiding an unnecessary trip into the office!**

**Aubrey Flakoll,  
Ashcraft Orthodontics**



## Your Business Number—Every Time

Send all texts through your business phone number—even when sent via the Weave mobile app on your personal phone.

“

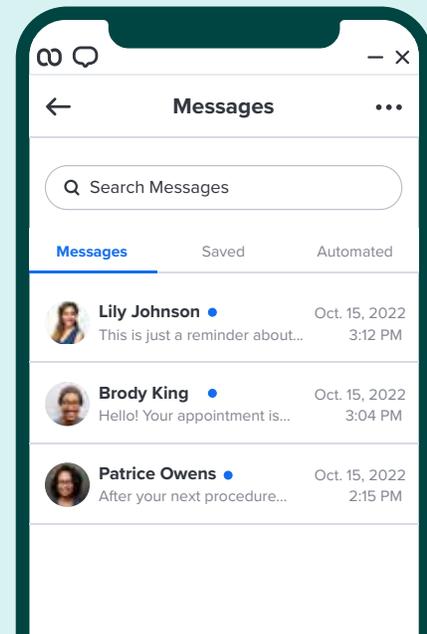
**[Our doctor] used to give out her cellphone to patients at the end of their exams so they could text her if they were having an eye emergency outside of business hours. That then led to a patient calling her while she was on vacation to ask her which contact went in which eye because they had gotten confused. Now we have an emergency voicemail box and the doctor isn't drowning in patient calls and texts on her personal phone!”**

**Kristin  
Saisbury Eyecare and Eyeware**



## One Inbox Your Whole Team Can Manage

Manage all messages from one dashboard — accessible to all of your staff. Give your whole team the power to respond to text messages by tagging specific members to specific messages.



“

We have a schedule coordinator, finance coordinator, new patient coordinator, etc. Each of these roles have different messages that are either pertinent to them or not and the tags give the right people visibility into the messages they need to respond to. This feature is invaluable to an office manager.”

**Jade Wooten, Brickyard Dental**

“I like how we can text the client. It's easy when we are on the phone but can still text someone else at the sametime. I like how we can also chat amongst the staff without disturbing our work.”

**Shannon Ruppert, Office Manager, Arlington Pet Hospital**

## Lifesaving Automation

Save your team valuable time and effort when you utilize message templates, schedule future messages and automate recurring texts to keep your calendar full.

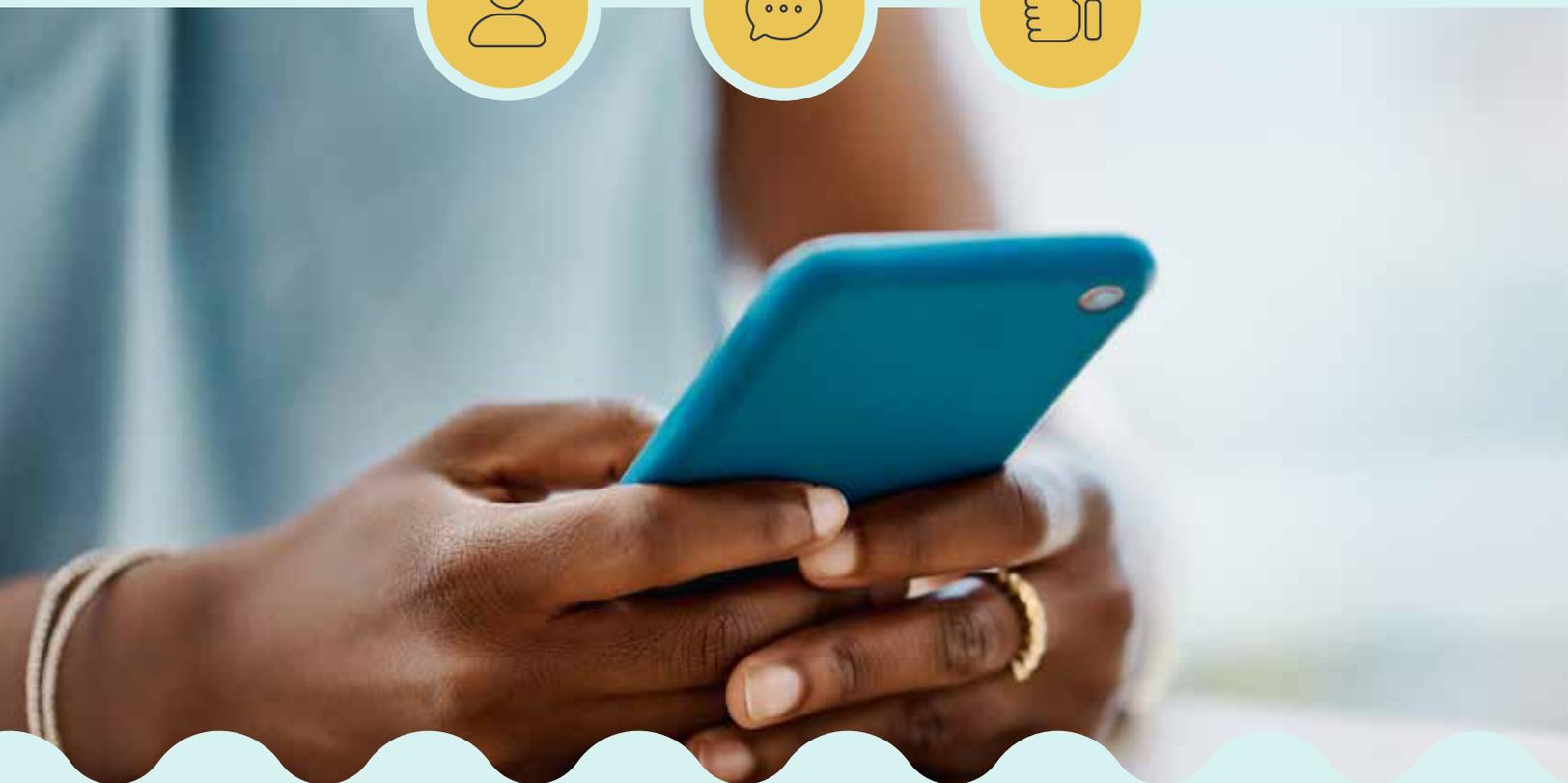
## Appointment Reminders

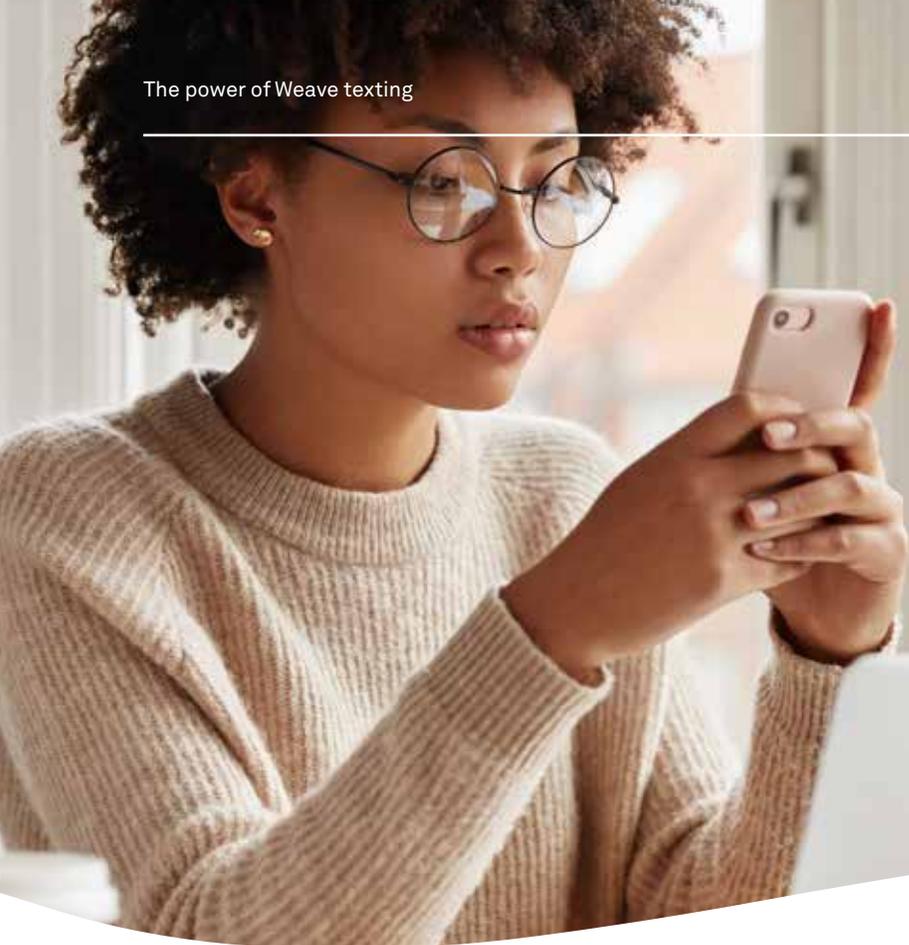
Weave automatically sends customizable text messages reminding patients of key events. Plus, with Weave's Smart Confirmations, you can encourage natural, more personable responses to confirm appointments.

“

**I love the automated appointment confirmations. We confirm about 80-90 appointments a day—if we had to call each of them that would be hours of staff time. But all of that is automated, allowing us to focus on other things. Work smarter, not harder.**

**Sarah Larsen, Parkway Dental Associates**





March 15, 2023

The front desk receptionist was so kind and helpful! They got me in and out really quick and was able to schedule my next appointment via text.



Draft auto-response

Hi Anna, thank you so much for leaving a review! We are so glad you had a great experience and look forward to seeing you at your next appointment.

Send

## Missed-Call Text

No more missed calls, voicemails or phonetags. Weave sends an automated text message to clients when calls are missed or your line is busy, asking how your clinic can help. Whether it's a new patient or a returning one, you can keep them engaged and deliver a superb experience.



**We are scheduling five extra appointments per day just by automatically sending a text to missed callers and having them text us back to set up an appointment.**

**Shelly Mack, Owner  
Barks N Bubblesy**

## Automated Review Requests

Send reviews to select customers or automate review requests to go out after appointments to save your staff time and super-charge your Google and Facebook Reviews and, ultimately, your SEO rankings.



**Before we started using Weave, we just had a few Google Reviews. Now we have over 150, and it's our #1 source for new patients.**

**Rachel Fox, Office Manager  
Riverfront Dental**

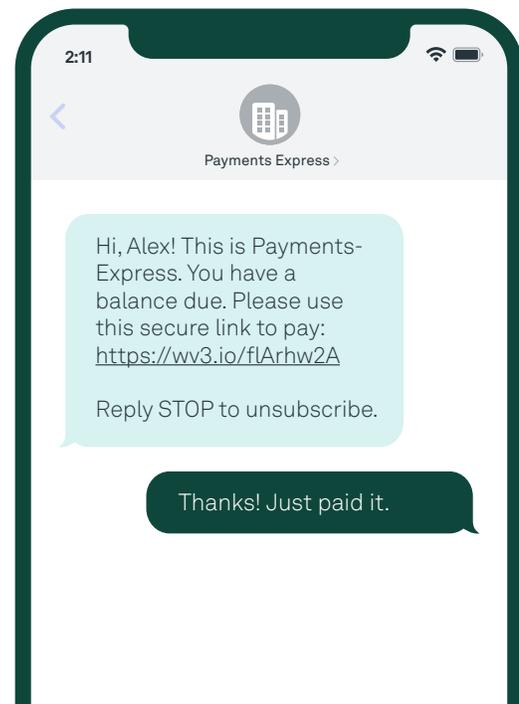
## Collect Faster with Text-to-Pay

Simply send customers their invoice via a text with a personalized message included.

Patients can pay their bills from any device instantly using the convenient payments link.

## Market New Services or Promotions with Bulk Texting

With Weave's Bulk Texting, you can send hundreds of messages at once, allowing you to engage with more customers and drive revenue growth. Best of all, there are filters to curate the recipient list and dynamic fields to customize the content based on age, last appointment and even appointment type.



“

We love the Weave Text-to-Pay feature and send links to patients upon request, but we also use it as a friendly reminder to patients who are behind on payments. This can cause someone who simply forgot to pay their bills to send in the payment at their convenience. It also saves our staff from having to have those types of conversations while in the public waiting room at check-in.”

**Aubrey Flackoll, Ashcraft Orthodontics**



## Learn More About Weave

Weave Texting gives you the power to interact with your customers wherever they are while making it easy for customers to connect with your office, coordinate schedules and even pay overdue balances. Weave's Texting tools are designed to better engage customers, build loyalty and keep them coming back, not to mention save your team valuable time and resources. See Weave Texting and other Weave tools in action by scheduling a product walk-through.

[Schedule a demo](#)

“

As we transitioned to Weave, we noticed that more of our patients had a better response in confirming or moving appointments. We also have a better response from patients that have missed appointments. This is more generated revenue for our office. Is this a life saver? Possibly!

Heather  
Webb Eyecare

“

Weave texting has helped with patient cancellations and patient no-shows. We can access the Weave app over the weekend and deal with any cancellations that have occurred and immediately look to fill them in going into the week.

Ionna  
Fast Track Physical Therapy

“

Sometimes it is faster and easier to shoot clients a text, especially after hours. It's really a more personal way of communicating with customers.

Jena  
Aspen Park Veterinary Hospital