

Transforming Client Acquisition and Appointment Show Rate



Introduction

Crystel Hernandez, a seasoned veterinary assistant and practice manager, is part of a 10-employee team at King City Veterinary Clinic. The practice takes pride in providing personalized, comprehensive care to four-legged friends (and their owners) in the community.

Challenge

Before Weave, King City Veterinary Clinic wasn't able to keep up with high call volume. The COVID-19 pandemic only made things more difficult, since call volume surged and the existing phone system couldn't accommodate such a spike in calls.

Solution

Weave provided practical solutions that addressed their phone challenges, as well as other benefits that helped Crystel and her team become more efficient.



—
Missed call text led
to 30 new clients
per month.

30
new clients

**Better managed high call volume:**

Weave proved invaluable during the pandemic, ensuring that current clients could get in touch with the practice easily. The two-way texting feature allowed for efficient communication with existing clients, and the missed call text feature helped them reach all new incoming callers. Crystel believes they were able to add **30 new clients a month as a direct result of Weave** and its missed call text functionality.

**Improved appointment show rate:**

King City Veterinary Clinic utilizes Weave for phone call and text reminders as well. This increased their appointment show rate significantly over previous years.

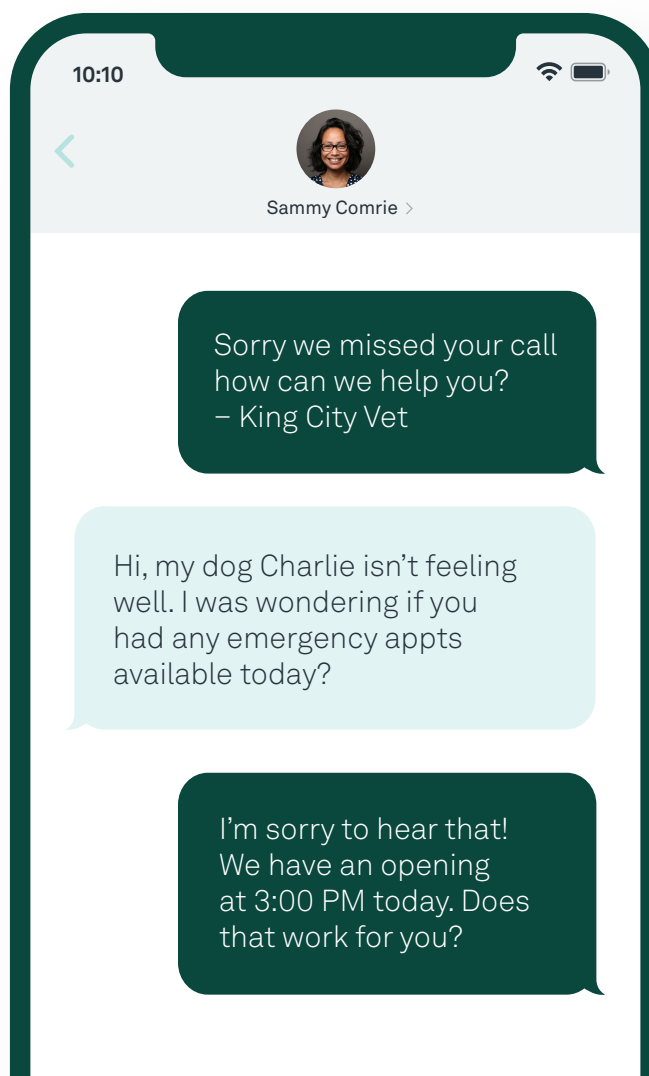
**Enhanced client satisfaction:**

Clients love that they can text the practice, as it provides a faster response than leaving voicemails. Weave's texting system makes clients feel acknowledged, reducing the perception of being ignored when the practice is busy attending to other tasks.

“I can speak for everyone in the clinic—we love that Weave is user friendly and it’s like using any other app on your phone,” says Crystel. They value that everything is in one place, with easy and direct communication to their client base.

Conclusion

Weave has played a pivotal role in addressing communication challenges, improving client satisfaction and enhancing appointment show rates at King City Veterinary Clinic. Its user-friendly interface and features have seamlessly integrated into the practice’s daily operations, contributing to their success. Weave has proven to be an invaluable tool in empowering Crystel and the rest of the team to deliver high quality veterinary care to their community.



Let Weave do the work

Weave is a smarter phone system that does it all: texting, appointment reminders, payments, reviews, digital forms, email marketing, and more. King City Veterinary Clinic can gather information about their clients (and their clients' pets) and manage phone calls with Weave's intuitive communication platform and phone system.

Weave gives your practice the tools it needs to deliver a better experience for you, your staff and your clients.



Schedule a commitment-free demo to see Weave in action and learn how it can help enhance your client communication today.

Schedule a demo

