



**Weave makes it easy for
Wainright Wassel DDS to go
the extra mile for patients**



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The fantastic thing about our office is I am not the only person that goes the extra mile for our patients, it's part of our culture.

Debbie Evans, the 2020 AADOM Practice Administrator of the Year, knows what it takes to run an efficient office. Debbie is one of 27 employees staffed at Wainright Wassel DDS, featuring four doctors, seven hygienists, eight assistants and eight business team members. Though Debbie focuses her efforts on keeping things running smoothly, Wainwright Wassel prides itself on having a culture that focuses on delivering top quality patient experiences.





Going the extra mile

Going the extra mile for patients isn't a cliché motto for Wainright Wassel DDS, it's a description of how they approach patient care. When a nervous patient needed some extractions done, Debbie not only helped her schedule the procedure at another office, but accompanied her on the day of her appointment to help make the process less intimidating.

Every October, Wainright & Wassel DDS celebrates a day of giving back called Freedom Day. During Freedom day, they provide free

dentistry for retired military, their families and active service members. Last year they supplied close to \$50,000 dollars worth of dentistry in one day. On top of that, each doctor picks a patient and continues care for that patient throughout the full treatment plan.

"It is such a wonderful event that our team looks forward to each year. You feel good when you do good things for people."

Utilizing Weave

Debbie Evans first learned about Weave during an AADOM conference in 2016. She returned back to the office and began strategizing with the doctor on switching from their older, landline system. In the course of the next year, they fully implemented Weave.

“When we got Weave, it was an awakening.” Debbie praises Weave as a “game changer”. As she reflects back on all of the technology

changes and innovations their practice has implemented in the last 10 years, Debbie describes Weave as “the best decision we have made for our practice.”

What does Weave do to garner such positive feedback? Debbie mentions 3 things: **Weave saves staff time, adds accessibility to all staff, and makes the office more efficient.**



The phone system that helps reduce time on the phone

Before Weave, Wainright & Wassel DDS did not have the ability to text and relied solely on phone call communication with patients. Since they have implemented Weave, texting has helped save them countless hours.

“When patients text us, they are texting our office phone number. So when that message comes in, our whole team has visibility and ability to respond. Patients text us all the time and I can’t tell you how many phone calls it saves.”

Compared to email and voicemail, texting has a very quick turnaround time.

Speaking on the comparison, Debbie has noted that when you text patients “boom, they respond right back.” This quick response has led to a much more efficient communication process.

Many of their patients now use text as a primary form of communication, which has reduced the amount of time their staff spends on the phone. Speaking on this, Debbie mentions that phone calls typically take 5-10 minutes - so when you get 50 text messages a day (not uncommon with their office), you are looking at about 250 - 500 minutes (4-8 hours) of staff time saved.

50+

“Texting saves our office about 50+ phone calls a week - and that’s a lot of time saved”

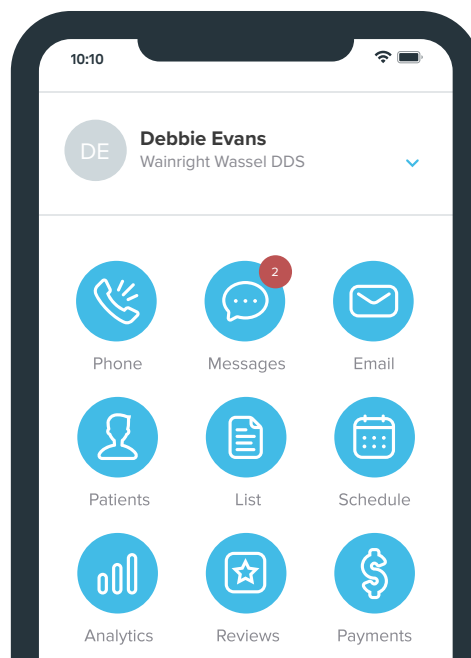


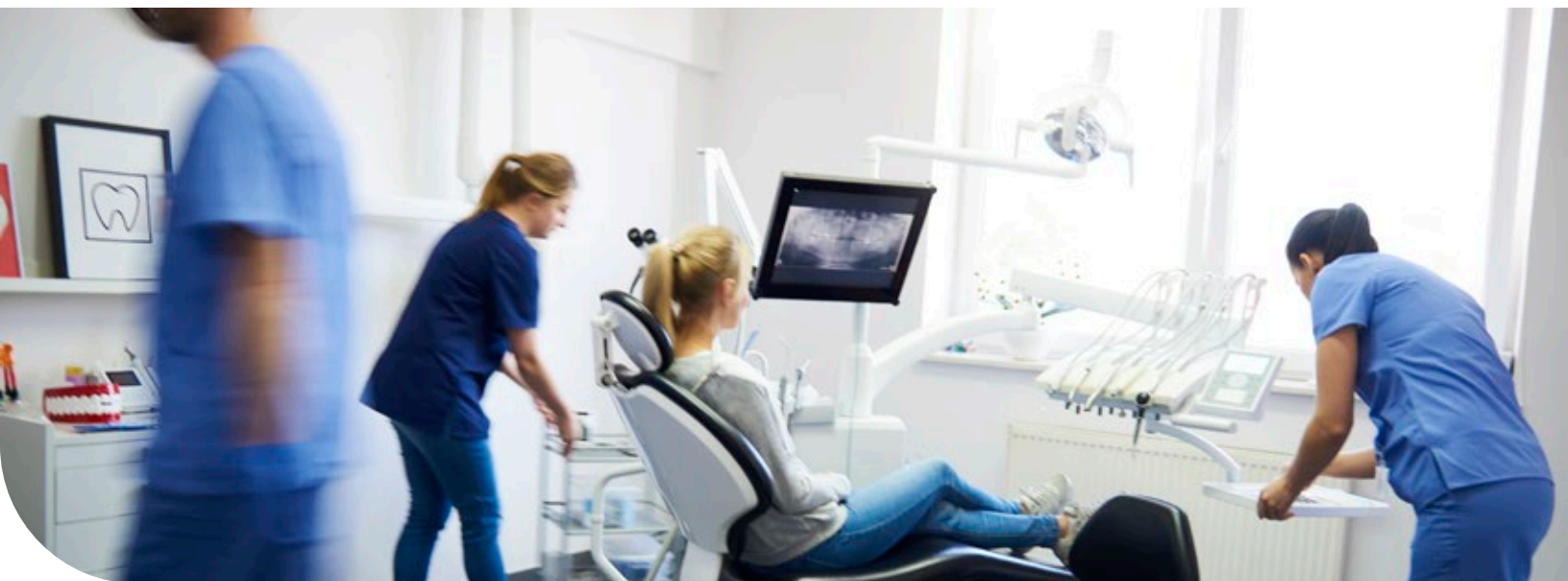
Ease of the mobile app

Along with texting, Debbie claims that Weave's mobile app is among her favorite features of Weave. The mobile app allows for Debbie, and all the team to have full access to Weave on their personal phone devices. This means that the team can access patient information, communicate with patients via phone/text, check the schedule, create patient lists and more. This becomes incredibly useful when they are away from the office,

"I work a lot from home - especially on the weekends. I love the Weave app because our hygienist, doctors, all of us can go into the Weave app and check our schedule. If someone is not able to come into the office, they can still access the schedule and connect and communicate with patients via phone and texting."

This feature has helped the doctors and hygienists have a better connection with their patients as they often use the app to text patients from their personal phones after the leave to check-up on them. Plus, they don't mind using their personal phones, as the app allows them to text from the office number, keeping their personal phone information private.





An efficient practice is a happy practice

Debbie knew that Weave texting and mobile app would make Wainright & Wassel DDS more efficient. But one area that Weave has had a dramatic impact in efficiency, that Debbie didn't predict, is with the on-call doctor processes. With Weave, Debbie can go into the portal and select which on-call doctor will receive emails and a text message containing the information of any patients that need emergency services out-of-office-hours. This simple process has helped the on-call assistants and doctors save so much time. Instead of calling in and listening to the voicemail left by the patient, the on-call assistants and doctors can get the information they need sent directly to them.

“Our on-call assistants and doctors love it as they get all of the patient information quickly and they can respond within minutes.”

Between all of the time saved via texting and phone calls, the efficiencies of the mobile app and the ease of access, Debbie feels that Weave helps reduce the amount of time and staff needed to keep running smoothly.

“Weave saves me from having another person up front.”

In a market where staff turnovers are high and the hiring process can be painful, Weave is proud to be helping offices maximize their team's potential and save some offices from needed additional headcount.



One place for every patient interaction

The Weave system works for Debbie and Wainright & Wassel DDS by helping their office save valuable time, adding convenient accessibility to all staff and ultimately making the office more efficient. With all of these benefits and convenient features that Weave provides, Debbie truly feels that Weave has been “the best decision we have made for our practice.”

Learn more about how Weave can impact your office.

Schedule a demo