weave

Happier Employees, Patients and Wallets: How Weave Technology Transformed Beaches Dental



It can be quite a challenge to modify processes and adopt fresh approaches to your daily operations. The fear of deviating from the familiar day-to-day often keeps offices running the same way they have for years. All offices want to improve, but trusting technology solutions to facilitate those advancements can be a daunting prospect.

Lisa Barton, Practice Administrator at Beaches Dental in Virginia, was familiar with Weave, but didn't see the need to change their systems. However, with some staff turnover, Lisa had to figure out how to help her new employees manage their workloads and be happy in their roles. Deciding to trust technology to help, Beaches Dental implemented Weave. Lisa found that Weave's Insurance Verification, Digital Forms, and streamlined texting - led to new processes, resulting in happier employees, patients and even their budget.

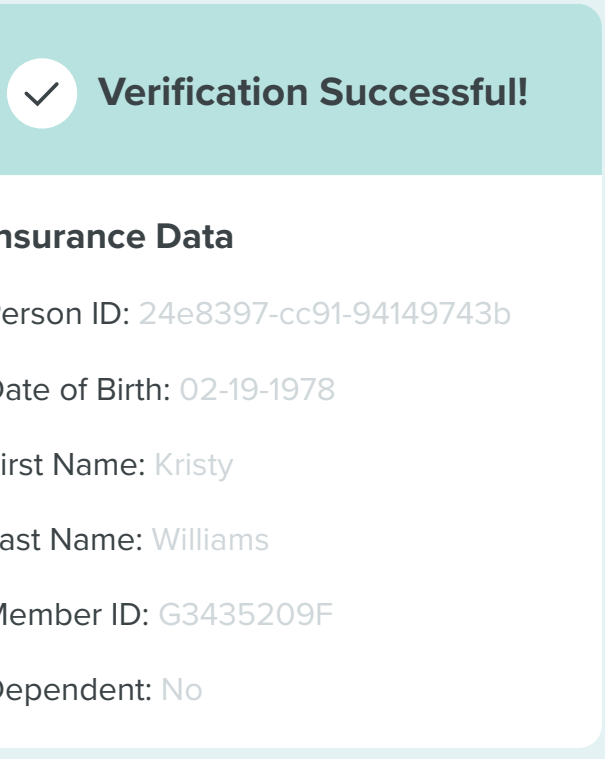
> **For any employee to succeed in their job you need to give them the necessary tools. Weave is a tool that has absolutely done wonders for all of my administrative staff. We love it.**

Happier Employees

The domino that fell, leading to Beaches Dental changing systems was the retirement of a long-time insurance coordinator. Practice Administrator Lisa hired a new insurance coordinator, Paula, who was in charge of verifying insurance for about 60-100 patients a day for Beaches Dental's 3 dentists and 5 hygienists. Paula had worked in insurance verification before, but was not used to that scale.

"She came from a small practice with a much smaller caseload and this was a totally different ball game for her. So much more to do than what she previously had to do in her role."

Paula was struggling daily, many times going home in tears. She was overwhelmed and frustrated with her role. Likewise, Lisa was frustrated because she didn't know what to do, talking often with the doctors and other offices to try and think of different ways to help. One office mentioned Weave and their Insurance Verification tool - and the promise of a simplified verification process was enough for Lisa to try Weave.



Weave Insurance Verification does more than save time, it helps Paula be much more efficient, gain confidence and ultimately be happier in her role.

Once we got Weave it clicked - it totally turned her position around. Whereas before our coordinator could not get a full day's worth of people verified beforehand, now she is able to get 2 or so days verified in one day. Plus when patients notify you the same day that they have new insurance, that is no longer a nightmare.

Happier Patients

Beaches Dental was excited about Weave's Insurance Verification, but quickly found other features that had a big impact on their practice, and specifically, the patient experience.

Digital Forms

Before the office switched to Weave, they were not able to digitally send out new patient forms before visits. They had to ask patients to arrive early and fill out the forms by hand. With Weave, the office is now able to send out patient forms prior to appointments. This change means patients do not have to dedicate additional time by arriving early, resulting in less waiting while in the office and getting to their appointments quicker. Plus when patients are running late, it makes it much easier on the patient and staff.

"We send out the forms and patients are able to fill them out prior to their appointment - and the best part is Weave populates that information in our system so we don't have to enter it manually. It's all done before the patient gets here."

The new digital form process makes things easier on the team while making a better experience for the patients.

Texting

80% of patients prefer to communicate via text. Beaches dental had Lighthouse texting before Weave, but has found more ways to implement text messages to make things even easier for the patient. From appointment reminders to digital form and payment requests, patients are able to interact with the office in a variety of new ways - empowering them in the process.

'[my team] isn't spending time confirming appointments as it is done automatically with text. They are not spending as much time on the phone with patients trying to confirm appointments or insurance - texting simplifies it all."

80%

of patients prefer to communicate via text



Happier Wallet

Beaches Dental was on a landline system, so the benefits of a connected phone and software system were very appealing. One of the big obstacles that Lisa faced when considering Weave was the fear of switching to a VOIP system. She feared all of the unknowns about being on an internet-based system, worried about the internet going down or that it would not work the way as expected. Fortunately these fears were proven unjustified and they found a surprising cost benefit of Weave's system.

Cost Savings

Before Weave, Beaches Dental was paying $750 a month to Verizon for phones and internet. Plus they were paying for Lighthouse texting.

When they implemented Weave, their Verizon bill changed to $50 for just internet and were able to drop Lighthouse altogether. This results in saving about $300 a month ($3,500 a year)in hard costs alone, while getting more value out of the system than they did with Lighthouse. Plus the office is planning on implementing Weave payments, which is offering a better payments rate, saving even more per transaction.

> **I'm telling you though, my staff comes to me all the time and thanks me for switching to Weave and in-turn thank the doctors for investing in it. It is saving us so much money in the long term.**



Technology designed to improve dental offices

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

If your dental office is looking for a better patient engagement system or technology to help make the daily tasks of your team easier, 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