

Art of Dentistry

Case Study

The Art of Dentistry needed to answer an overwhelming number of patient calls. With WellReceived, they were able to restore their work-life balance and ensure patients were cared for like family.



Art of Dentistry

Founder: Dr. Zoya Yadgarov

Location: New York

Industry: Dental Services



The Challenge

The Art of Dentistry was regularly inundated with calls. Dr Zoya wanted to ensure every caller received the same standard of human connection, but her team couldn't keep up.



The Solution

WellReceived cared for Art of Dentistry's calls and restored Dr. Zoya's work-life balance.

Overview

Dr. Zoya Yadgarov established Art of Dentistry in 2005 to provide dental services at two convenient New York locations. Their mission is to treat every patient like a family member and make patients of all ages feel welcomed and well cared for. Like any busy practice, The Art of Dentistry needed to find a way to deal with the high volume of patient calls without losing that human connection.



The calls were too much to handle. [...] We needed to find a solution that would suit our busy practice, our high volume of incoming calls, and an after-hours service to best suit patients.

Art of Dentistry chose WellReceived

Dr. Zoya engaged WellReceived to handle their after-hours calls and man the phones during busy periods:



Now customers can never miss us! They are able to schedule appointments any time of the day and get their messages sent to the doctor for a rapid review.

Art of Dentistry's personalized patient care, a crucial element of the practice, continued:



Patients often think WellReceived's medical receptionists work in our office because they are very well versed. The receptionists speak perfect English and they are polite and respectful to every patient.



Emergency situations are easier for Art of Dentistry to handle now too:

“ In case of emergencies, we are able to see the message, take the call and attend to the patient's needs as soon as possible.

Benefits



Patients feel cared for on every call.



Providers can respond quickly when needed.



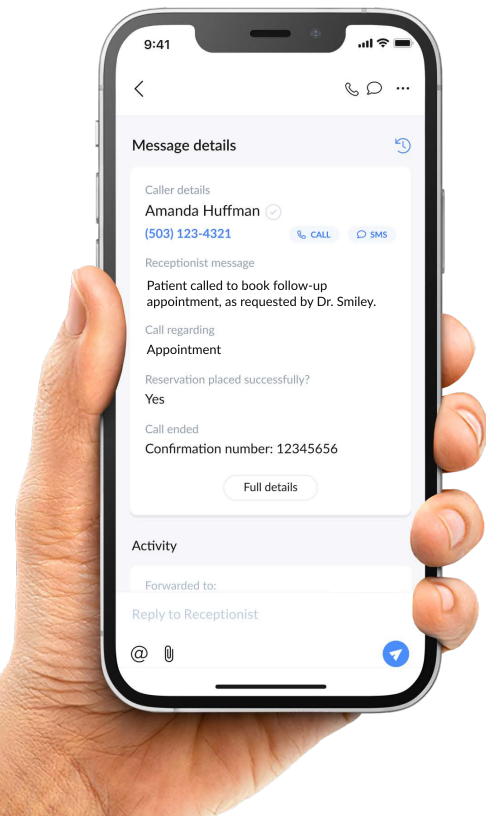
Staff can focus on what matters most: patients.

The Result

In a world of busy practices and packed schedules, a medical answering service can mean the difference between a missed call and a happy patient. With WellReceived caring for their patients, Dr. Zoya has the work-life balance she desired:

“ Now that WellReceived take the calls and schedule patients, I'm free for family time and me time. My professional and personal life is no longer mixed.

Dr. Zoya, Founder



Connect with us

To find out how WellReceived can help you care for your patients, get in touch with our team today!



1-800-800-4449



hello@wellreceived.com



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