

Complete Dental Care

Case Study

Complete Dental Care was required by insurance to offer 24/7 availability. What they got was happy patients and a sterling reputation for care.



Complete Dental Care

Founder: Nader Kreit, DDS

Location: Texas

Industry: Dental Services



The Challenge

Complete Dental Care needed to provide 24/7 availability to patients as an insurance requirement.



The Solution

WellReceived handled Complete Dental Care's after-hour calls.

Overview

Complete Dental Care offers a wide range of dental services to approximately 80 - 100 patients each month. In addition to general and cosmetic dentistry, Complete Dental offers walk-in emergency dental work for affordable prices, making them a popular choice among residents of Kingwood, Texas.

As a small office with two full-time dentists, Complete Dental faced a challenge. Their insurance company required them to offer 24/7 availability; no small feat with only 12 employees. They decided they needed the support of an answering service.

WellReceived's reputation stood out.



People in the dental community talk. WellReceived is known as one of the better answering services on the market, as far as the knowledge and training that goes into the medical receptionists answering the phones.

The dental clinic started seeing results that went above and beyond 24/7 availability. Their patients began giving positive feedback on how quickly they could reach someone when needed.



It gives them that comfort. They feel like somebody is there for them when a real person answers the phone, versus an answering machine.

Debbi, Manager of Operations



Approach

With WellReceived's 24/7 medical receptionists and mobile app, Debbi could receive instant message notifications and listen to call recordings during evenings out of the office. Hearing details of patient calls helped her to determine next steps.

“ Our patients have mentioned the fast response from WellReceived. They make comments on how speedy and efficient our assistants are in getting information to us. Of course, they think it's an in-house service.

Benefits



Patients feel cared for on every call.



Providers can respond quickly when needed.



Staff can focus on what matters most: patients.

Conclusion

WellReceived's 24/7 availability and industry expertise has boosted Complete Dental's reputation as a dental practice that puts the patients first; a core value of Debbi's. "I get to be part of helping a patient smile, and that means the world to me."

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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