

Gentle Care Family Dentistry

Case Study

Dr. Rodriguez didn't have the time to train an in-house receptionist to answer incoming calls from her patients. With WellReceived, their patients' calls were cared for by a HIPPA-compliant team of remote receptionists.



Gentle Care Family Dentistry

Founder: Dr. Marieve Rodriguez
Location: Delaware
Industry: Dental Services



The Challenge

Dr Marieve Rodriguez needed a HIPAA-trained receptionist to take care of her patient calls but didn't have the capacity to find or train one.



The Solution

WellReceived's fully trained medical receptionist took care of patient calls and saved the practice money too.

Overview

Gentle Care Family Dentistry was founded in 2006 by Dr. Marieve Rodriguez. Driven by a family history in dentistry and a love of caring for people, she established her dental practice in Wilmington, Delaware. Their mission? To truly understand patients' needs and lifestyles. By doing so, Dr. Rodriguez aims to provide unique solutions to improve patient health and create beautiful smiles.

As the founder of a small dental office, Dr. Rodriguez struggled to find HIPAA-trained employees to answer her calls. She set about finding a 24/7 medical answering service to solve her problem.

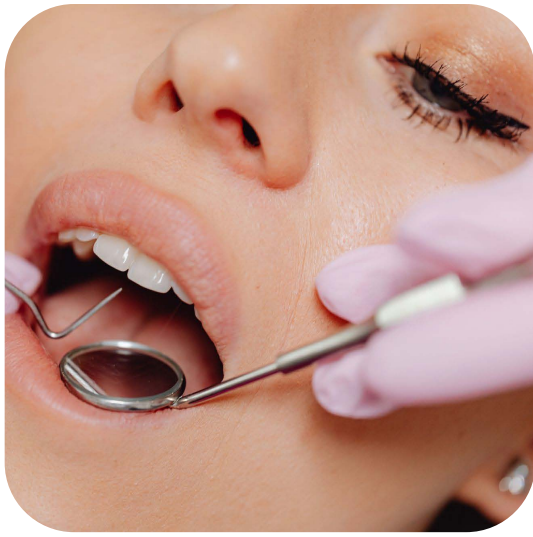
WellReceived's reviews and affordability made an impression.

In choosing an answering service, Dr. Rodriguez had a specific set of requirements:

“ When I decided I needed an answering service I based my decision on two things. One, who had the best reviews, and two, who was the most affordable. WellReceived was the clear winner.

WellReceived collaborated with Dr. Rodriguez to develop personalized scripts for her patients. From day one, the medical receptionists made an impression on the patients:

“ I have only received good feedback from patients. They always receive a prompt answer to their calls now, any time of the day. It's such a reliable service.



With her patient's calls handled 24 hours a day 365 days a year, Dr. Rodriguez was able to reduce her costs too:

“ Now that I use WellReceived, I no longer have to go through the hassle of finding a HIPAA-trained front desk person. Their virtual receptionists have that covered for me.

Dr. Rodriguez, Founder

Benefits



Patients feel cared for on every call.



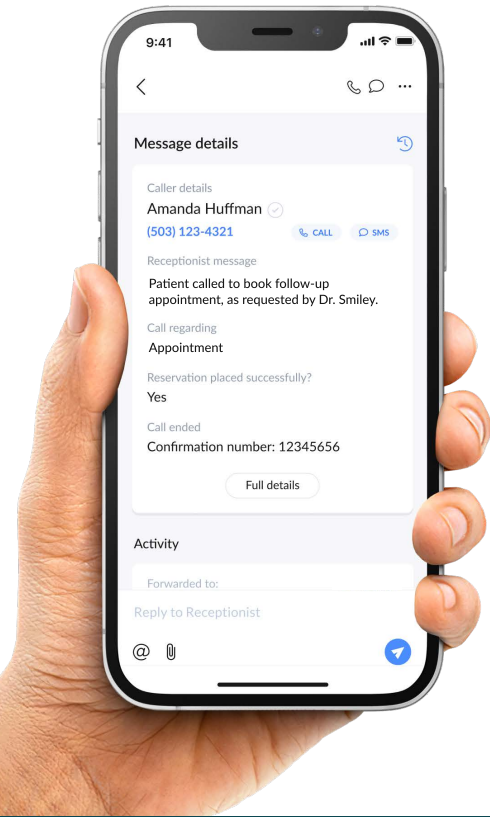
Providers can respond quickly when needed.



Staff can focus on what matters most: patients.

The Result

Ultimately, with a team of receptionists to handle her patient calls, Dr. Rodriguez has been able to save money and devote more time to patients. That means more availability and more opportunity for her to create those bright and beautiful smiles.



Connect with us

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



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