

CASE STUDY

RevenueWell AI Receptionist

How *5 Star Dentists Sugar Land* Stopped Missing Calls with an AI Receptionist



The Situation

Like many busy dental practices, the 5 Star Dentists Sugar Land team was dealing with a familiar headache: missed phone calls. Most of those calls were from patients trying to book cleaning appointments. When calls were missed, it wasn't always convenient to call patients back, and that often meant missed bookings.

The front office team was juggling a lot as most teams do, and answering every call just wasn't realistic anymore. They knew something had to change.

Trying AI for the First Time

This was the first time using AI in the front office. Naturally, there were questions. Would patients like it? Would it sound natural? Would it actually help? They decided to give the AI Receptionist a try.

What Changed

The AI Receptionist began answering incoming calls, booking appointments, and collecting patient information for the front office team. No more worrying about calls going unanswered when the front desk was busy or after hours when the practice was closed.

One of the biggest wins was time.

Instead of spending large chunks of the day on bookings, the front office team could now focus on more meaningful conversations.

"I can focus more on treatment plans and financial responsibility vs. the booking side. I spend less time booking, which is wonderful," says Angie Acuna, Treatment Plan Coordinator of 5 Star Dentists Sugar Land/Telfair.

Less Repetition, More Efficiency

Another major benefit was gathering missing patient information prior to appointments. The AI Receptionist identifies and collects missing details via text and phone, so the practice team no longer has to ask patients the same questions repeatedly.

"All I have to do is look up the missing data that was entered, and there's what I need," says Angie Acuna, Treatment Plan Coordinator of 5 Star Dentists Sugar Land/Telfair.

That meant a less time-consuming experience for the practice team.

Patients Love It Too

One concern going in was how patients would react to interacting with AI, but the feedback has been overwhelmingly positive.

Angie mentions that one patient, who works in computer science and is familiar with AI, told the team that it was 'one of the best AI systems out there,' especially praising how natural and real it sounds.

Adding AI to the practice has also been popular with younger patients.

She also notes, ***"Many of my younger patients that don't really care to talk to someone are happy that we have this system because they can book an appointment quickly."***

Would They Keep It?

When her supervisor asked if she wanted to continue using the AI Receptionist, the answer was positive: ***"Yes! I need Kora,"*** says Angie Acuna, Treatment Plan Coordinator of 5 Star Dentists Sugar Land/Telfair.



Bottom Line

For this practice, adding an AI Receptionist solved real problems:

- ✓ Fewer missed calls
- ✓ More booked appointments
- ✓ Less admin work for staff
- ✓ Happier patients
- ✓ A calmer, more efficient front office