TriLumen Systems

CASE STUDY

Multi-Location Dental Group · 6 Clinics, 14 Dentists · Patient Recall

Filling Empty Hygiene Chairs Without Adding Front-Desk Work

THE CHALLENGE

A six-clinic dental group with 14 dentists had a major leak in its hygiene recall pipeline. More than 1,200 patients were overdue for their six-month cleanings, but the front desk was too busy answering inbound calls to work the outbound recall lists. Meanwhile, last-minute cancellations left expensive chair time sitting empty.

OUR APPROACH

Built on the system they already ran. We connected directly to the group's existing practice management software. No new platform for staff to learn.

Recall by text, not postcard. Patients get a personal text sequence six months after their last visit, with a self-serve booking link tied to live chair availability.

Cancellations fill themselves. When a patient cancels within 48 hours, the top ten waitlisted patients whose appointment type fits the slot get a text. The first to reply yes gets the chair.

The front desk gets its time back. Routine booking runs on its own, so front-desk staff focus on patients in the office and on complex treatment plans.

THE RESULT

41% → 76%
Hygiene recall compliance in 90 days

$310,000+
Preventive care revenue recovered

89%
Last-minute cancellations refilled automatically

Overdue patients come back on their own, cancelled chairs get refilled without a phone call, and the front desk spends its day with the patients in front of them.

> *"Our front desk was drowning in phone trees and manual recall lists while our hygiene chairs sat empty. TriLumen didn't try to sell us some bloated hospital software; they plugged right into what we already ran. Our recall compliance jumped to 76% in three months, and our staff can finally focus on patients standing right in front of them instead of being glued to a phone."*
>
> PRACTICE GROUP ADMINISTRATOR, MULTI-LOCATION DENTAL GROUP

Have a Problem That Looks Like This?

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