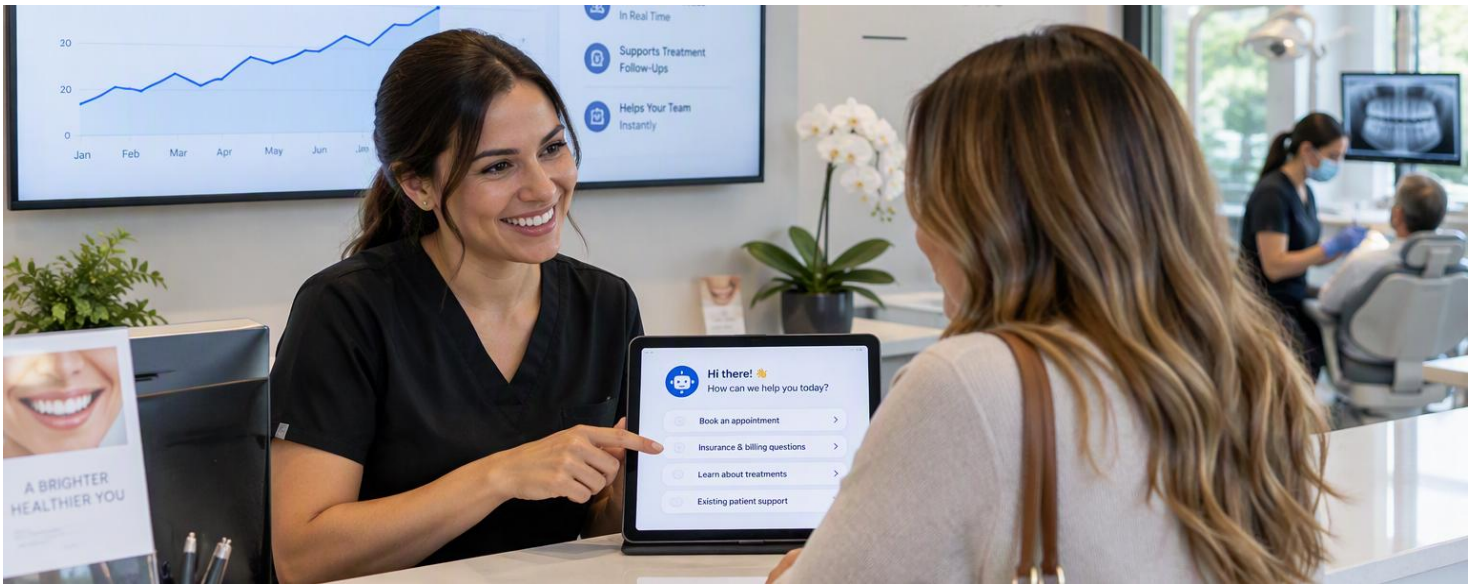
CASE STUDY
Transforming Growth for a Multi-Location Dental Practice with Auxilic AI

INDUSTRY
Healthcare

SERVICES
Auxilic AI: AI-Enabled Agents of Scale



Dental group had built an excellent clinical reputation, but operational inefficiencies constrained growth. The practice needed a way to scale patient engagement without continually adding administrative headcount.

Auxilic AI: AI-Enabled Agents of Scale

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CASE STUDY

Dental group had built an excellent clinical reputation, but operational inefficiencies constrained growth. The practice needed a way to scale patient engagement without continually adding administrative headcount.

CHALLENGES

- Front desk staff spent hours answering repetitive patient questions.
- Missed calls after hours resulted in lost appointment opportunities.
- High-value treatment plans had inconsistent follow-up.
- Marketing leads from Google Ads and social media were not being contacted quickly enough.
- Staff turnover created training and knowledge management challenges.
- Management lacked visibility into patient acquisition and conversion metrics across locations.

SOLUTION

Auxilic implemented Auxilic AI: AI-Enabled Agents of Scale, creating an integrated network of intelligent agents that worked alongside the dental team.

AI Patient Concierge
An AI-enabled patient engagement agent was deployed to:
- Answer common questions 24/7
- Explain insurance acceptance and financing options
- Provide office hours and directions
- Capture new patient inquiries
- Schedule consultations

AI-Led Conversion Agent
- The practice was generating hundreds of leads monthly through digital marketing campaigns.
- Auxilic AI agent from Auxilic:
    - Engaged leads within seconds
    - Qualified prospects based on treatment interest
    - Identified urgency and insurance status
    - Scheduled appointments automatically
    - Handed complex conversations to staff when needed

Treatment Acceptance Follow-Up Agent
- Many patients delayed treatment after receiving plans for implants, orthodontics, and cosmetic procedures.
- Auxilic deployed an AI follow-up agent that:
    - Reminded patients about recommended treatments
    - Answered common procedure questions
    - Delivered financing information
    - Encouraged appointment scheduling
    - Escalated interested patients to treatment coordinators

Knowledge & Training Agent
- An internal AI assistant was created using practice-specific information including:
- Insurance guidelines
- Office procedures
- HR policies
- Patient communication standards
- Employees could instantly access accurate information without searching manuals or interrupting managers.



Executive Performance Agent
Auxilic created executive dashboards powered by AI that provided:
- New patient acquisition trends
- Lead source effectiveness
- Conversion rates
- Appointment utilization
- Revenue forecasts
- Location performance comparisons

BUSINESS IMPACT

- Every patient inquiry received an immediate response, even outside normal business hours.
- Faster response times significantly improved lead conversion.
- More treatment plans moved from proposal to scheduled procedures.
- Reduced onboarding time and improved staff consistency.
- Increase in new patient conversions
- Reduction in average response time to inquiries
- Improvement in treatment acceptance rates
- 24/7 patient engagement without additional staffing
- Reduced administrative workload
- Increased patient satisfaction through faster and more consistent communication

Auxilic helped us rethink how we engage patients and support our staff. Their AI-Enabled Agents of Scale now handle thousands of interactions each month, allowing our team to focus on delivering exceptional patient care.

COMPLEMENTARY SOLUTIONS

The following are complimentary services to Auxilic AI:

- VSEM Exercise for the entire practice
- Auxilic AI Video Storytelling
- Updated website



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