

From Underperformers to Regional Leaders

\$ \$110K+
Revenue Booked

98
Appointments Generated

THE CHALLENGE

Two practices within a multi-location DSO were consistently ranked among the lowest producers in their region. One had not hit its monthly production goal in over two years. The other was dead last in regional production — with a single front desk team member managing all scheduling.

THE SOLUTION

Both practices deployed Codent's AI-powered patient outreach and direct scheduling to re-engage patients with unscheduled treatment plans — converting dormant pipeline into booked appointments without adding staff.

PRACTICE A — 9 Weeks Live

First Time Hitting Monthly Goal in 2 Years

288

Patients Contacted

50

Direct Sched. Appts

\$54K

Est. Production

PRACTICE B — 6 Weeks Live

Worst to First in Regional Production

349

Patients Contacted

48

Appts Booked

\$55K

Est. Production

Highest Month of Production Ever Recorded

\$ \$89K+

Production Reactivated



103

Appointments Scheduled

THE CHALLENGE

A single-location practice offering general services plus pediatrics, IV sedation, and Invisalign. One front desk admin and the owner's wife serving as office manager — with limited capacity to close cases and follow up on ortho consults.

THE SOLUTION

Codent deployed full TC/AI outreach with standard 12-month recovery to assist with closing cases in-office and driving ortho consult follow-ups — no additional staff required.

FAMILY DENTAL PRACTICE — 12 Weeks Live

Single Location, Eaglesoft

Full TC/AI Outreach • 12-Month Recovery

533

Unique Conversations

103

Appointments Scheduled

\$41,225

Production Booked

THE IMPACT

This office recorded its highest month of production ever in February, with over \$89K in production reactivated by Codent. Direct scheduling is the next step to accelerate results further.

Stabilized Production Despite Losing 2 Hygienists

\$ \$105K+

Production Reactivated



51

Appointments Scheduled

THE CHALLENGE

A heavy hygiene program with 8 providers and 2 front desk admins offering general services plus oral surgery and endodontics. The practice needed support following up on unscheduled treatment and bolstering its perio program.

THE SOLUTION

Codent deployed full TC/AI outreach with 30-day to 12-month recovery to systematically re-engage patients with pending treatment plans and support the perio pipeline.

MID SIZE SINGLE LOCATION— 9 Weeks Live

Single Location, Eaglesoft

Full TC/AI Outreach • 30-Day to 12-Month Recovery

365

Unique Conversations

51

Appointments Scheduled

\$57,647

Production Booked

THE IMPACT

After losing 2 hygienists shortly after launch, the practice was able to immediately hire replacements — because Codent had already filled a full schedule of perio to support the new hires, keeping production stable despite the turnover.

5-Practice DSO Generating \$259K in 9 Weeks

\$ \$259K+

Revenue Ready to Schedule



141

Appointments Ready to Schedule

THE CHALLENGE

Group DSO operating with five practices across Northern California. With varied patient volumes and scheduling workflows at each location, the DSO needed a scalable way to re-engage patients with unscheduled treatment — without burdening already-stretched front desk teams.

THE SOLUTION

Codent deployed AI-powered patient outreach across all five locations simultaneously, contacting 1,336 unique patients and converting dormant treatment plans into ready-to-schedule appointments — generating measurable revenue at every practice.

SMALL GROUP DSO — 5 Practices • 6–9 Weeks Live

Full TC/AI Outreach • Standard Recovery

PRACTICE	WEEKS	APPTS	REVENUE
Practice A	9	50	\$69,537
Practice B	9	17	\$55,684
Practice C	9	26	\$55,472
Practice D	9	29	\$51,835
Practice E	6	19	\$26,713
TOTAL (1,336 Patients Contacted)		141	\$259,241

\$125K+ Revenue From 2-Practice Pilot

\$ \$125K+

Revenue Ready to Schedule



97

Appointments Ready to Schedule

THE CHALLENGE

Large Group DSO launched a two-practice pilot to evaluate AI-driven patient outreach. Both practices — Select Dental Associates and DK Dental — needed a way to systematically re-engage patients sitting on unscheduled treatment plans and convert them into booked revenue.

THE SOLUTION

Codent deployed full TC/AI outreach across both pilot locations, contacting 506 unique patients and surfacing \$125K+ in ready-to-schedule production — proving the model for a broader DSO rollout.

Practice A — 12 Weeks Live

Full TC/AI Outreach • Standard Recovery

307

Patients Contacted

65

Appts Ready to Schedule

\$77,570

Revenue Ready to Schedule

Practice B — 9 Weeks Live

Full TC/AI Outreach • Standard Recovery

199

Patients Contacted

32

Appts Ready to Schedule

\$48,046

Revenue Ready to Schedule