



# Library Park Dental enhances patient experience with virtual assistant, Wisdom Ai

**About Library Park Dental:** It is our goal to help you keep your teeth for a lifetime by providing the highest quality comprehensive care. Helping our patients achieve optimal oral health is our mission and our passion. Our expertise in preventive, cosmetic and restorative dental techniques combined with our state-of-the-art dental technology creates a foundation for high quality service and exceptional results for patients of all ages.



## THE CHALLENGE

Library Park Dental has been providing care to its community for more than 40 years. The practice has multigenerational families who visit the office for a range of services, from children's dentistry to geriatric care.

Over the past several decades, the practice has evolved to meet patient expectations and provide care in an affordable and effective manner.

However, the practice had not yet evolved its patient support to 24/7 no-wait service. Patients calling after hours needed to wait until the next day to schedule an appointment or leave a message for the front desk. This created an inefficient workflow for the front desk and for customers. Library Park Dental set out in search of a technology solution that could augment their front desk to provide better care for its patients.

## OUR SOLUTION

NLX is under the hood of the helpful new virtual assistant "Wisdom Ai" being implemented in dental offices and insurance companies across The United States. Teledentistry.com, an NLX reseller, created Wisdom Ai using Dialog Studio within the SOC 2, GDPR, and HIPAA-complaint Conversations by NLX platform.

Today, Wisdom Ai is automating patient inquiries like schedule appointment, which insurances are accepted, and request emergency services.

With these routine tasks automated, no patient calls are missed and the front desk can focus on more complex tasks. The virtual assistant can also answer basic patient FAQs such as office hours, address, and what insurances are accepted.

Wisdom Ai, powered by NLX, easily integrates with most practice management software systems quickly and easily. It can be deployed within minutes and there is no staff training needed. Conversations by NLX is SOC 2, HIPAA, and GDPR-compliant.



**"Wisdom Ai is programmed to greet the patients in a friendly and caring way and offer them the option of self servicing by booking an appointment directly into Dentrix Ascend or connecting with the emergency on call dentist."**

- Dr. Ferdinand Chiappetta

**About Teledentistry.com:** Teledentistry.com, one of NLX's reseller partners, is focused on bringing dental care into the digital era. The company collaborates with dentists, insurers, government agencies, and technology partners to bridge the gap between one another to better care for patients.



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## PATIENT EXPERIENCE

Patients calling into Library Park Dental never wait on hold and are greeted by Wisdom Ai after three rings, giving the human front desk team an opportunity to answer the call first. In this way, Wisdom Ai serves as a safety net for the front desk so calls are not missed as opposed to a replacement for the front desk team.

The virtual assistant then asks how it can assist the patient, suggesting options like schedule appointment, modify appointment, emergency dental, hours of operation, or insurances accepted.

From there, the patient makes a selection and Wisdom Ai helps them complete the inquiry over the phone, with the option to leave a voicemail for the front desk if the inquiry isn't addressed.

## EXPERIENCE WISDOM AI

**Step 1:** Call number  
216-329-9425

**Step 2:** Ask Wisdom Ai to:

- "Book an Appointment"
- "I have a question"
- "I'm having a dental emergency!"
- "Leave a message"

## THE WIN

Thanks to Wisdom Ai, Library Park Dental was able to take the pressure off of it's front desk while better serving its patients. With Wisdom Ai's 24/7 answering services capable of scheduling or modifying an appointment, answering simple FAQs, and requesting emergency services, Library Park Dental staff can now focus on high value tasks like presenting treatment plans to patients, calculating and collecting copayments.

With no setup fees and a month-to-month subscription plan, Wisdom Ai offered Library Park Dental a cost-effective and efficient way to automate routine front desk tasks.

### Library Park Dental ROI

Category	Production + Savings	Cost	ROI
Query Answering	\$5,437.90		
Emergency Services	\$1902.00		
Payroll Savings	\$1,141.75		
<b>Grand Total ROI</b>	<b>\$8,481.65</b>	<b>\$597.00</b>	<b>14x</b>



Automated



24/7 Support



No Wait Time



Customer Self-Paced

**About NLX:** NLX® strives to be the leading customer self-service automation solution. Its Conversational AI SaaS products help brands transform their customer interactions into automated, personalized self-service experiences. When implemented, NLX empowers a brand's customers to resolve their own inquiries at their own pace -- with no wait time or frustration.