

Case Study

Angie Coffey
Dentistry at University Pointe
West Chester, OH



Simplifying Care for Patients and Teams

Dentistry at University Pointe wanted a simpler, more effective way to manage its membership plan and reduce insurance dependency. Office Manager Angie Coffey turned to DentalHQ for automation, flexible payment options, and seamless renewals.

THE RESULT

- **95% of patients retained** after leaving a major insurance network
- Over half of their annual membership goal was **achieved in just two months**
- **Increased treatment acceptance** and smoother workflows

Challenge

Manual plan management and the need to retain patients after leaving insurance networks

Solution

Automated renewals, payment flexibility, and simple team workflows through DentalHQ

Results

Higher retention, improved treatment acceptance, and a stronger foundation for future growth

“We have more patients moving forward with treatment because they know what they’re paying up front...”