

## The Client

A dental service organization (DSO) with seven locations and ~\$35 million in revenue

## Why the Client Chose FeatherPay

The client faced two goals:

- **Improve patient awareness of payment options.** The client's patients pursued care much faster when presented with multiple payment options, but treatment coordinators had to do this manually.
- **Simplify administrative activities.** Billing and bookkeeping across multiple locations was difficult and created barriers for further organizational expansion.

## Operational Impact

In the first 90 days after launch, the client observed several changes in their business:

- 10% of out of pocket invoices over \$1,000 were paid using more than one payment method
- 19% of bills were paid by the patients on their mobile device, often before patients visited the office for treatment
- 13% reduction in patient time in office, driven by greater usage of remote payments

## Financial Impact

**27%** increase in collected revenue

**10%** increase in same-day care

**\$150K** of operational efficiencies across the organization



“FeatherPay has changed the way we think about payments at our practice. We now use payments to improve our treatment plan acceptance and deliver a better patient experience.”

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**Kitt**  
Operations Manager

