

CareCredit® Solutions: Case Study



Evelyn Daily
Office Manager
Thorndale, PA
Thorndale Dental
Associates

**// Since getting started with CareCredit,
we have really kicked up our
case acceptance. //**

"Before using CareCredit, we had a fairly large Accounts Receivable for our practice size and, quite frankly, we were really tired of billing and trying to collect money. We didn't want to be in the banking business anymore.

You know, it's really difficult being the one who collects money. You want to maintain a good relationship with your patients and don't want to be avoided every time they come in because they don't want to see 'the girl who takes my money.' Now, they are not worried about keeping their appointments because they owe us money, and that has really improved our relationships.

Since getting started with CareCredit, we have really kicked up our case acceptance. The program lets us work something out with the patient that makes it easy to go forward with treatment. And, CareCredit can be used every time the patient comes in for treatment. They don't have to fill out a new credit application and go through the whole thing again. We just put treatment on their CareCredit card and move on. CareCredit is simple.

CareCredit has streamlined everything and made dentistry a lot easier. We have actually eliminated billing within our office, and that has eliminated a lot of the manpower we used to review A/R, send statements, and follow up on those people who didn't pay.

I really like CareCredit's online application process. It is so easy to submit applications and get approvals. And, we've been really pleased with the credit lines approved. Typically, we get exactly what we ask for, so when we need \$12,000, we get that.

We let all of our patients know that CareCredit is our monthly payment plan. We tell them it's a really great company and that CareCredit will help them get the dentistry they need — today."

A handwritten signature in cursive script that reads "Evelyn Daily".

Evelyn Daily
Office Manager
Thorndale Dental Associates