

About

Since first opening their doors in 2009, Bristol Dental Group has been committed to expertly serving the needs of their local communities.

Driven by core values of excellence, compassion, and integrity, Dr. Jetan Patel and the rest of the Bristol Dental team have proudly grown across six cities in California and Nevada. Their network of offices and award-winning doctors have been meticulously chosen to provide full-scope dental services from routine cleanings to orthodontics and emergency care.

The Challenge

Bristol Dental Group had previously tried RingCentral and AT&T, but found that enterprise-focused providers didn't offer the features they needed at affordable pricing. As a result, patients trying to make appointments experienced lengthy hold times, and Bristol Dental wasn't able to promptly respond to emergency calls. In addition to standard VoIP calling, Bristol Dental wanted an easier way to put customers on hold and transfer them between locations for a more responsive customer experience.

On top of all that, Bristol Dental needed a phone provider who could quickly make updates or fix issues without interrupting their operations. Just as importantly, they needed a phone provider who values their time and guarantees the same friendly, personalized experience they provide for their own patients.

After looking at several different options, a partner recommended that Bristol Dental try FluentStream.



Industry

Medical
Dental

of Locations

6

Primary Features

Advanced Reporting

Mobile App / Call Forwarding

Cloud-Hosted Voicemail Boxes

License Types Used

Essential & Advanced

[See License Packages](#)



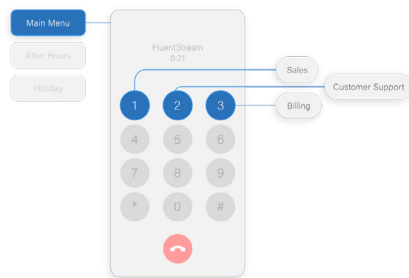
FluentStream offers customer support and services that other SMB service providers cannot match. We're thrilled with FluentStream's attention to our unique communication needs.

Jetan Patel
Bristol Dental Group



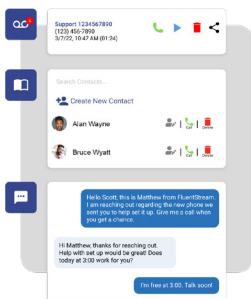
The Solution

As a medical practice that offers both general appointments and comprehensive dental services, Bristol Dental needs voice service that is reliable, efficient and meets all HIPAA requirements. Since dental emergencies can happen at any time, Bristol Dental's locations also need to be available 24/7, seven days a week.



Advanced Call Routing

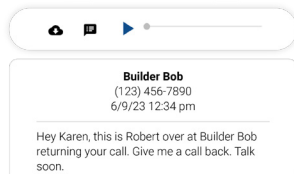
Advanced Call Routing allows every Bristol Dental location to easily schedule appointments and transfer patients between locations without long hold times.



Mobile App/Call Forwarding

Mobile Apps and Call Forwarding make it easy for Bristol Dental to handle calls outside normal business hours and quickly respond to emergencies.

Caller ID Name	Caller ID Number	Date
Builder Bob	(123) 456-7890	6/9/23 12:34 pm



Cloud-Hosted Voicemail Boxes

Cloud-Hosted Voicemail Boxes enable staff and doctors to check their messages from anywhere and receive new voicemails as transcribed emails.

Big Impact with Unexpected Savings

FluentStream's call management and mobility features allow Bristol Dental offices to handle higher call volume with fewer staff. That's because their phone system is hosted in the cloud, allowing calls to be transferred between extensions at different locations just as easily as if they were a desk away. Each location can also schedule more appointments and get more done since they're spending far less time tracking down people to help with phone calls.

According to Dr. Patel, the most unexpected bonus of switching to FluentStream has been how much money they save every year using internet fax instead of buying paper for a physical machine.

Service and Support Worth Smiling About

FluentStream was able to help Bristol Dental Group increase its appointments, reduce patient frustration, and improve overall caller satisfaction. Dental offices, like all businesses, need cloud-hosted business phone service to provide the exceptional care expected by patients today. The custom solution that FluentStream and Dr. Patel designed is a fantastic example of how a business phone service can enhance operations and improve patient care.

Bristol Dental has now implemented FluentStream service across six of its locations, ensuring they stay ahead of the competition and remain a top choice for patients in their areas.