

# Success Story: Koczarski Family and Aesthetic Dentistry

Koczarski Family and Aesthetic Dentistry in Woodinville, WA, relies on Legwork for handling various administrative tasks to optimize business operations and improve patient experience.



## Problem

Koczarski Family and Aesthetic Dentistry tried out a few online systems in the past, but they were challenging to work with and none of them offered the customization they were searching for.



## Solution

Legwork provided Koczarski Family and Aesthetic Dentistry the customization they wanted and worked with them to maximize efficiencies.



## Benefits

- **Safely Store Patient Data:** Patient data is not only safely stored in the Legwork Software, but is also backed up in case of a security breach.
- **Automated Communications:** Customizable patient reminders are automatically sent to patients to keep treatment schedules full.
- **Access Patient Data Remotely:** Unlike onsite software, Legwork can be accessed both in-office and remotely.

## Introduction

Koczarski Family and Aesthetic Dentistry relies on Legwork solutions to manage a full range of administrative duties. Office Manager, Maggie Hinkley, shares her office's experience working with Legwork, stating, "What persuaded me was...the willingness and the ability for Legwork to work with us rather than us working with them."

## Safeguard Patient Data

A ransom attack can be devastating financially to a dental practice. However, with Legwork, all of the data in the Koczarski Family and Aesthetic Dentistry system was backed up, so they didn't have to abide by hackers' demands.

*"One time we had somebody come into our computers and hold us for ransom, which is odd, but it happens, and requested money. And it was Legwork that saved us because in a separate window was our Legwork information, and we were able to request information and access it," explains Hinkley.*

## Streamline Operations With Automated Tasks

Automated tasks in Legwork can save administrative employees up to 40 hours of work a week; equal to the labor of a full-time employee.

*"Dentrix is like our fifth employee here in the front office, and it would take me a whole other person to hire and have in the front office to do what Legwork does for me through our Dentrix software. So, it's another employee. It's another person and another team member that I have," says Hinkley.*

## Secure Remote Access

Whether an employee is sick at home or the office is unexpectedly closed, remote access via Legwork allows staff members to stay on top of tasks even when they are not in the office.

*"I can go on Legwork from Montana, which I did when we were closed during COVID, and contact my patients and call them or text them and give them a number to call me on. When we had snow days, I could go from home and get into Legwork," explains Hinkley.*