



Case Study: Dr. Richard Fossum Eliminates Inefficiencies and Boosts Reviews Across Two Dental Practices with Yapi Leap



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Background



Dr. Richard Fossum owns and operates two thriving dental practices in central Texas—Richard Fossum DDS and Market Heights Family Dental. With a commitment to efficiency and patient experience, he sought digital solutions to eliminate time-consuming paperwork and improve patient communication.

He first implemented Yapi in **2021**, which **immediately resolved major inefficiencies** in patient intake, appointment confirmations, and online reviews. Then, in **July 2024**, he upgraded to **Yapi Leap**, unlocking even more automation, enhanced patient texting, and additional time-saving features.

Challenges

Before implementing Yapi in 2021, both practices faced daily inefficiencies:

- Time-consuming paperwork – Staff manually pulled, scanned, and stored patient forms.
- Delays in check-in – Patients had to fill out forms in the office, leading to long wait times.
- Manual appointment confirmations – Staff spent valuable time calling patients to confirm visits.
- Struggles with online reviews – They needed a better system to collect and showcase positive reviews.

“Honestly, my front desk staff were really getting behind and complaining about all the paperwork they had to scan into Dentrrix,” Dr. Fossum explained. “They were spending hours scanning papers, which was inefficient and frustrating for both staff and patients.”

The Solution:

Implementing Yapi (2021)



To solve these inefficiencies, Dr. Fossum implemented Yapi Classic in 2021, eliminating manual paperwork, automated appointment confirmations, and streamlined review collection. The transition was seamless, and his staff quickly saw the benefits.

“Immediately, my front desk staff thanked me because they’re not spending hours scanning papers anymore,” Dr. Fossum shared. “In fact, they told me that if I ever got rid of Yapi, they’d leave. It’s been that beneficial.”

The Evolution: To Yapi Leap (2024)

By 2024, Yapi Leap took automation even further. In July, Dr. Fossum upgraded to Yapi Leap, the modern web-based version, unlocking new automation capabilities and an even better patient experience.

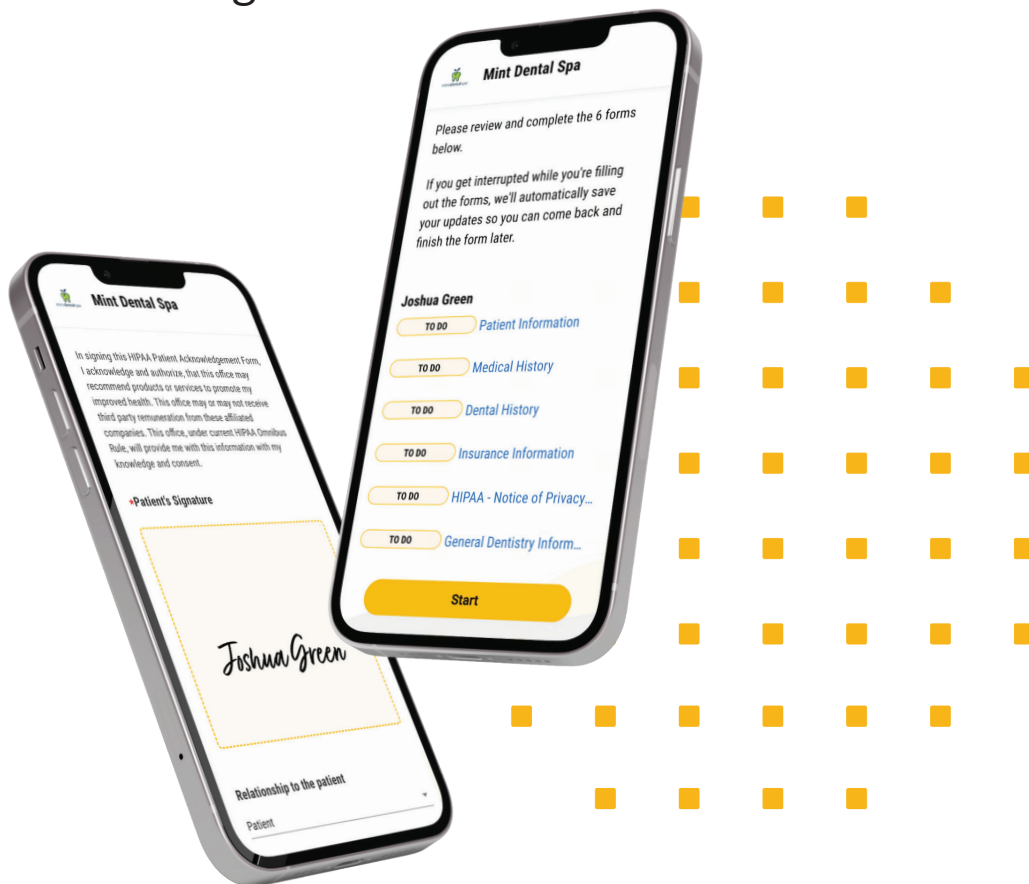
With Yapi Leap, Dr. Fossum's practices gained:

- **Advanced Automated Forms** – Forms sent automatically based on procedure codes & due dates, then instantly imported into Dentrix.
- **Smarter Appointment Confirmations** – Higher patient engagement and fewer no-shows with enhanced two-way texting.
- **Optimized Review Requests** – Increased review responses with batch sending at optimal times.
- **Automated Fill for Broken Appointments** – Text messages instantly notify past-due recall patients of last-minute openings.

The Evolution: To Yapi Leap (2024)

What Changed with Yapi Leap?

- **More automation:** Forms now trigger based on procedure codes & intervals.
- **Better texting capabilities:** Improved UI and patient-friendly messaging.
- **Faster adoption:** The team fully transitioned in under 30 days with seamless training.



Yapi Leap's Six-Month Impact

More Efficiency, More Revenue, Better Patient Experience

The results speak for themselves. In just six months, Yapi Leap has transformed the way Dr. Fossum's practices operate:

More Productivity, Less Paperwork:

Switching to automated patient forms has saved more than 260 admin hours—that's over 6 full work weeks that the team no longer spends on scanning, filing, and managing paperwork. Instead, they can focus on patient care and front desk efficiency.

"We had been using Yapi for a while, but once we switched to Leap, we saw even bigger improvements in efficiency." - Dr. Richard Fossum

Yapi Leap's Six-Month Impact

More Efficiency, More Revenue, Better Patient Experience

Financial Impact: Cutting Costs & Boosting Revenue

- **\$5,720 saved in administrative wages** – Eliminating manual paperwork saves 260 hours of staff time every six months.
- **\$5,370 saved on paper & ink costs** – With 17,900 forms digitized, the practice is no longer spending money on unnecessary printing.
- **\$40,404 in recovered revenue from improved confirmations** – By increasing text confirmations to 60% (compared to the industry average of 44%), the practice reduces no-shows and fills more chairs.

Total Savings & Revenue Impact in Six Months: \$51,494

Yapi Leap's Six-Month Impact

More Efficiency, More Revenue, Better Patient Experience

A Stronger Online Reputation

Automated review requests have transformed both practices' online presence:

- 2,800 reviews were requested in the last 6 months at one location alone, with a 10% response rate contributing 250+ new positive Google reviews.
 - *Market Heights Family Dental: 1,433 Google reviews, 4.8-star rating*
 - *Richard Fossum DDS: 2,117 Google reviews, 4.9-star rating*

Yapi Leap's Six-Month Impact

More Efficiency, More Revenue, Better Patient Experience

Faster Check-Ins, Happier Patients

Patients now spend **less time in the waiting room**—an average of **7 minutes saved per visit** by completing forms in advance. Over six months, that's a total of **304 fewer hours spent waiting**.

“We have eliminated patient complaints about paperwork and the medical history update process because everything's pre-filled.” - Dr. Richard Fossum



What This Means for Other Practices

For dental practices still managing paperwork and dealing with high no-show rates, slow check-ins, and low review engagement, Dr. Fossum's experience shows how Yapi Leap creates real impact where it matters most.

- **Eliminate paperwork hassles** – Free up staff from tedious scanning and data entry.
- **Improve patient experience** – Faster check-ins, better communication, and happier patients.
- **Increase revenue** – More confirmations mean fewer no-shows and more filled chairs.
- **Strengthen online reputation** – Automate review requests to boost your Google rating.

Looking Ahead



Dr. Fossum continues to leverage Yapi Leap's evolving automation tools to further enhance efficiency and patient care.

For dental offices looking to modernize and maximize revenue, Yapi Leap delivers proven results.

Schedule a demo today at yapiapp.com.