

Your patients are talking about their experience. Do you know what they're saying?

Whether you want them to or not, your patients talk about your practice – to their friends and family, in community groups, and on social media. But are they saying good things?

Protect your reputation, stop unhappy customers leaving and grow through repeat business and referrals. Take control of your customer experience with Customer Radar's easy, actionable, and insightful customer feedback platform.

CTA: [TRY CUSTOMER RADAR FOR FREE]

Turn first-time patients into lifetime advocates with Customer Radar

BOOST YOUR PROFITS

Research shows that retaining just 5% of your patients can be enough to boost your profits by up to 95%. Unfortunately, 96% of patients won't proactively complain – they just won't come back.

IMPROVE PATIENT RETENTION

Loyal, regular patients who sing your praises will tell you what you're doing well – and not so well. The key to improved recall rates is in understanding what makes your patients happy and fixing issues as they crop up. That's why you need to regularly ask them for feedback – and show them that you value their opinions!

It's 5-25x more expensive to recruit a new patient than to retain an existing one.

EMPOWER YOUR TEAM

Turn your team into customer champions by empowering them to provide a great patient experience. Use real-time customer feedback to recognise employees who are delivering a great patient experience and on the flip side, coach employees to improve based on recent patient experiences.

That's how you'll make your practice even better.

How do successful dental practices increase revenue, improve patient retention, and take control of their reputation?

Ask	Act	Improve
Make it easy for your patients to give feedback, then invite them to post a Google review.	Get real-time customer feedback. Identify issues quickly & respond to customers privately.	Use live customer insights to measure business performance and make improvements.

“I didn’t think we’d get a lot out of Customer Radar because we already had good customer service. But seeing the positive impact on our team, and being able to quantify the monetary value of the Google reviews, has changed my mind. I’m now actively recommending it to other practices”

Tara Williams, The Wellington Dental Practice

Are your patients airing your dirty laundry online?

Look after your reputation by actively asking patients for feedback and solving their issues as they come up – avoiding any chance for them to badmouth you.

Unhappy patients can be damaging to a business’s hard-earned reputation if their issues are not resolved. If you’re not actively asking them what they think, you’ll always be blindsided when they badmouth you online – and you’ll never know if they badmouth you to their friends and family. You’ll just miss out on those patients! Instead, find out what patients think and solve their issues to turn unhappy patients into happy ones.

91% of patients look at reviews before coming to you and 28% of potential new patients will click on another business if your Google rating is lower than 4 out of 5.

Turn customer feedback into marketing gold

Then, once you've resolved those issues, let your customers become your biggest marketing tool. With Customer Radar, you can choose to automatically direct patients to leave a Google review after giving feedback (**one Wellington practice tripled their reviews in a matter of months while using Customer Radar!**). Increase your Google reviews, look great online, and build trust – one testimonial at a time.

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- Tara Williams, Practice Manager, The Wellington Dental Practice

How do you know what makes a great patient experience? It's simple - ask.

SOLVE ISSUES QUICKLY AND PRIVATELY

Asking every patient for feedback provides you and your team with a training guide to do more of what your patients love – and less of what they don't. Perhaps patients want more supportive chairs, need more breaks to rinse or rest their mouths, struggle to find parking, or want more payment plan options – these are all problems you can solve and ensure you provide the best patient experience around.

DO MORE OF WHAT YOUR PATIENTS LOVE.

Delivering outstanding patient care and customer experience helps you stay ahead of your competition. In fact, customer-centric businesses grow revenue 1.4x faster than their competitors – so consider this your unfair advantage! Listen to your patients' experiences and show you care. You'll transform them into loyal, lifelong fans and advocates.

"If you're going to be a customer-centric company, you have to know what your customers do and don't like."

- Jason Reeves, Executive Operations at Green Cross Health.

How Customer Radar can help you grow your practice

RUNNING A BUSY PRACTICE IS CHALLENGING. CUSTOMER RADAR MAKES IT EASY TO KEEP YOUR CUSTOMERS HAPPY.

Grow your practice, increase patient retention, continually improve patient care, take control of your reputation, and keep clinical and non-clinical staff engaged – all from one easy-to-use dashboard.

Customer Radar is simple to set up and manage – so it won't add to your already busy day. Contact us today to start your free trial.

CTA: [TRY CUSTOMER RADAR FOR FREE]

Why Our Clients Love Customer Radar

Understand how to make your practice even better through our easy, actionable, insightful customer feedback platform. Quickly, easily, and directly ask for feedback from your patients, then use it to improve patient care and service excellence.

LIVE Net Promoter Score (NPS) Measure your customer experience as it happens. Quickly identify what is happening on the front line and take action immediately.	REAL-TIME CUSTOMER FEEDBACK Connect to your customer feedback anytime, anywhere. Access live customer insights, comment trends and benchmarking.
DIRECT FEEDBACK ALERTS Never miss negative customer feedback again. Alerts are delivered straight to your inbox to notify you of an unhappy customer. Giving you the chance to resolve the issue.	INCREASE YOUR GOOGLE REVIEWS Invite customers to give you a Google review after their experience with your business and see your online reputation grow.

CTA: [TRY CUSTOMER RADAR NOW]

Sign Up Today for a Free Trial!

EASY TO SIGN UP. EASY TO SET UP. EASY TO USE.

Start your free trial today and discover how practice owners and managers just like you are staying ahead of the competition, improving patient retention, and taking back control of their reputation.

CTA: [YES, I WANT A FREE TRIAL]