

Faster Payments, Less Admin Work, & a Team That Can Scale

New Garden Dental
Viejo, CA



Case Study

How New Garden Dental Streamlined Payments and Saved Hours Every Week

Automating Dental Payment Processing with FlexPayments

New Garden Dental, a growing practice in Viejo, California was doing everything right - using Open Dental and Flex Dental Solutions, delivering great care, and building a strong team.

But behind the scenes, their payment workflow was slowing them down.

Manual processes, extra steps, and time-consuming reconciliation were creating friction - not just for leadership, but for the entire team.

That's when Ryan Hacker, Director of Operations for New Garden Dental, implemented FlexPayments powered by Stripe, an automated payment solution built specifically for Open Dental practices.



Key Results at a Glance

- Hours saved every week on payment processing.
- Eliminated manual payment entry and reconciliation.
- Simplified training for new front office staff.
- Improved accuracy by linking payments directly to procedures.
- Created a faster, smoother patient checkout experience.

The Challenge: Manual Payment Processing in Open Dental

When New Garden Dental first opened, their payment system worked, but only because one person was managing it.

Their process looked like this:

- Payments processed on a separate terminal.
- Manually entered into Open Dental.
- Applied to procedures one by one.
- Verified again at the end of the day.

It wasn't broken. But it wasn't efficient. As the practice grew, so did the complexity.

“It was fine when it was just me,” Ryan said. “But once we started adding people, I realized it would be much harder to train and manage.”

The issue wasn't just time, it was consistency and delegation.

Manual workflows meant increased risk of human error, time spent double-checking every transaction, and difficulty training new team members.

“I wanted something more automated - something I could delegate without having to check every single line item,” Ryan commented.



The Challenge: Manual Payment Processing in Open Dental

New Garden Dental implemented FlexPayments powered by Stripe, a fully integrated payment processing solution designed specifically for Open Dental.

Instead of managing disconnected systems, their workflow became seamless:

- Payments automatically post in Open Dental.
- Each transaction is tied directly to procedures.
- No manual entry or reconciliation required.
- Standardized workflows across the team.

One system. One source of truth.



The Results: Faster Payments, Less Admin Work, and a Team That Can Scale

As New Garden Dental grew, manual processes became harder to manage and train.

FlexPayments changed that:

- Standardized workflows across the team.
- Minimal training required.
- Easy to delegate without second-guessing.

A system that supports growth, not one that slows it down.

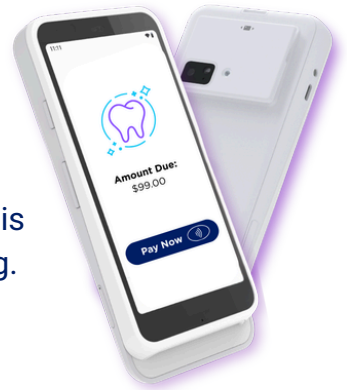
“It’s much easier for me to delegate now. The workflow is more automated, so I don’t have to check everything myself,” Ryan commented.

Better Accuracy and a Smoother Patient Experience

Before, payments weren't always tied to procedures. Adjustments and write-offs became harder to track, and checkout created unnecessary friction.

After FlexPayments, payments automatically link to treatments. Financial tracking is cleaner and more reliable, and patients can pay chairside and leave without waiting.

More accurate systems. Faster checkout. Better patient experience.



“One of the best things about FlexPayments?” Ryan said. “We've got an in-office milling unit here, and so if we're doing a crown or an onlay where there's between 20 to 45 minutes of the patient just sitting and waiting, I can take payment from them while they're sitting in the chair because it's a wireless terminal. So I'll go and check them out... so that when they're done, they get to just leave and go with the rest of their day.”

The Bottom Line: New Garden Dental Needed a System That Could Support Their Growth

New Garden Dental didn't need more patients. They needed a system that could support their growth.

With FlexPayments powered by Stripe, they are able to:

- Eliminate manual payment workflows.
- Save hours of administrative time.
- Simplify training for new staff.
- Improve financial accuracy.
- Create a smoother patient experience.



You Don't Need More Work, You Need a Better System

If your team is manually entering payments, double checking transactions, or struggling to scale workflows, you're not alone!

See how FlexPayments works inside your practice.



flex.dental



Flex

D E N T A L S O L U T I O N S

Flex Dental Solutions integrates directly with Open Dental to streamline front desk workflows, automate administrative tasks, & improve the patient experience. Instead of juggling multiple disconnected tools, Flex brings scheduling, patient communication, insurance verification, & payment processing into one connected system.

The result: **Less manual work, faster collections, and a smoother day for your team.**

Work Smarter, Not Harder with Flex

Smart Patient Forms

Eliminate the clipboard-to-keyboard bottleneck. Patients complete forms digitally and their information flows directly into Open Dental, reducing manual data entry.

FlexPayments

FlexPayments powered by Stripe integrates your payment processing into Flex, allowing patients to pay in office, by text, email, or even using ApplePay or GooglePay.

Patient Communications

Modernize patient engagement - freeing up hours of staff time daily. Automates appointment confirmations, recall reminders, treatment follow-ups, and email campaigns.

Insurance Verification

Automate eligibility verification and deliver accurate, real-time results directly within your Open Dental workflow, saving your team valuable time.

Real-Time Online Scheduling

Patients can book appointments instantly through your website or **Google Reserve** with real-time availability that syncs to Open Dental. No appointment requests or call-backs required.

Treatment Planning

Clear, patient-friendly presentations synced instantly with Open Dental. Visual, easy-to-understand presentations that show costs and payment options available.



Make your Open Dental practice the modern choice patients prefer.

Learn more

