



— HORNDESKI —
BOARD CERTIFIED PLASTIC SURGEON



Partnering with Dexcomm to Transform the Customer Experience

A Dexcomm Case Study

The Problem

— H O R N D E S K I —
BOARD CERTIFIED PLASTIC SURGEON

An Unprofessional and Unreliable Answering Service

[Horndeski MD](#) is a plastic surgery practice located just outside of Houston in Sugar Land, Texas. Dr. Gary Horndeski, founder and board- certified plastic surgeon, has been practicing plastic surgery for nearly 34 years, with a specialty focus on breast augmentation, lift, and reduction procedures.



Jana Reed

Office Manager at Horndeski

“Our patients would say that either their calls weren’t being answered or it would take forever for them to answer,” said Jana Reed, office manager at Horndeski. “Or when they did answer, it was like they were talking to a child.”

Prior to partnering with Dexcomm, the plastic surgery group worked with a different answering service, and although it went well for a while, **things quickly took a turn for the worse.** Toward the end of the partnership, the team at Horndeski noticed the quality of the service going downhill.

From customers complaining about a lack of professionalism to the Horndeski team noticing issues with overall call quality, the problems developing with the answering service provider became readily apparent. Call operators were even going as far as chewing and smacking gum while answering phones and communicating with customers. With this knowledge, it was clearly time to make a change.



The Solution

A Compassionate, Professional Answering Service

After looking into six different vendors, Horndeski ultimately chose to partner with Dexcomm due to its **extensive training program, staff professionalism, and ability to learn and understand common medical terminology and verbiage.**

“I liked the fact that their staff is so professional and warm,” Reed explained. “That’s what I wanted. I was looking more for somebody to be an actual extension of our office when we turn the phones over. To this day, I still get people saying, ‘Is this the actual office, or is this the answering service?’ because they can’t tell the difference. And to me, that’s very important. I want them to feel like they’re reaching our office, and Dexcomm employees can do that.”

“Anytime I called, they were right there,” Reed said. “I never once felt like we were in any kind of downtime or in flux. Everything was so smooth.”

Team members at Horndeski also appreciated Dexcomm’s process for handling power outages, because the occasional hurricane does hit the Houston area. **With an extensive backup system in Dexcomm’s own facility**, as well the ability for Dexcomm to answer all phone calls if the power goes out, Horndeski can rest assured that, rain or shine, current and potential patients won’t go unnoticed.

Once Horndeski selected Dexcomm, the implementation and onboarding process was simple. Dexcomm provided the Horndeski team with a phone number in order to set up and disconnect call forwarding as needed. Dexcomm’s team was also available to answer any questions Horndeski had regarding its newfound answering service.



The Results

Gaining Peace of Mind, All the Time

Dexcomm's call operators have scheduled hundreds of plastic surgery appointments for Horndeski. Thanks to comprehensive training, Dexcomm employees are well equipped with the information they need to truly serve as an extension of the Horndeski team.

"They've literally never spelled a name wrong," Reed said when asked about the results. "They never get the numbers wrong. They are so thorough in the information that they provide to us; it's uncanny. One of the things that I like a lot is they go out of their way every night to double-check our phones, because there's been a couple of times we forgot to forward them."

“With the old service, we forgot to forward the phones once, and a patient with a complication had to present to an emergency room and then tried to sue us because we weren’t reachable. So that’s been a lifesaver. That extra backup makes all the difference in the world.”



The Future

Partnering with Dexcomm for the Long Haul

“Finding Dexcomm was a godsend,” Reed said. “We were super lucky to have talked. I talked to several, but finding them and their training program, and the fact that they don’t immediately just hand over a headset and say, ‘Here, answer the phone,’ and had specific medical training courses, is what made me say, ‘This is it.’”