

Patient Flow Communications Joins Full Arch Buying Group as Preferred Call Center Partner

Partnership gives implant practices access to specialized patient communication services designed to improve consultation booking rates & maximize marketing ROI

TAMPA, FL, UNITED STATES, August 10, 2026 /EINPresswire.com/ -- [Patient Flow Communications](#) (PFC), a specialized call center serving implant and full-arch dental practices, today announced its official partnership with the [Full Arch Buying Group](#) (FABG).

Effective immediately, Patient Flow Communications is available through the FABG member portal under both the Staffing and newly launched Call Center Services categories.

The partnership reflects a growing focus on helping implant practices improve one of the most critical, yet often overlooked, drivers of growth: converting qualified leads into scheduled consultations.

"One of the most overlooked metrics in the implant marketing and sales funnel is book rate," said Jonathan Thies, Founder of the Full Arch Buying Group. "Many practices generate qualified leads but only schedule a small percentage of them. What stood out about Patient Flow Communications was their ability to consistently help clients achieve book rates exceeding 50%. Even modest improvements can significantly increase production and marketing ROI without spending another dollar on advertising."

Unlike a traditional answering service, Patient Flow Communications serves as an extension of the practice, with patient coordinators trained specifically in implant and full-arch dentistry. The company manages the critical first stages of the patient journey through live call answering, lead qualification, appointment scheduling, follow-up with unscheduled leads, live chat, web inquiry management, KPI reporting, and monthly strategy meetings, all while remaining fully HIPAA compliant.



"Marketing doesn't stop when the phone rings," said Traci Nevro, Founder of Patient Flow Communications. "Practices invest heavily to generate qualified opportunities, but every missed call, delayed response, or inconsistent patient conversation represents potential treatment that never makes it onto the schedule. Our goal is to become a true extension of the practice, helping teams convert more opportunities into life-changing treatment while delivering an exceptional patient experience."

Through the partnership, Full Arch Buying Group members receive exclusive preferred pricing along with twelve-hour weekday coverage, weekend confirmation services, real-time KPI dashboards, monthly strategy meetings, and comprehensive lead management and appointment scheduling support.

The addition of Patient Flow Communications also marks the expansion of the Full Arch Buying Group's vendor network with the introduction of a dedicated Call Center Services category, providing members with access to specialized patient communication solutions built specifically for implant-focused practices.

About Patient Flow Communications

Patient Flow Communications is a specialized patient communication company serving implant, full-arch, and specialty dental practices across the United States. By combining highly trained patient coordinators, proven communication systems, and performance analytics, the company helps practices improve consultation booking rates, strengthen the patient experience, and maximize the return on their marketing investment.

About Full Arch Buying Group

The Full Arch Buying Group (FABG) connects implant-focused dental practices with carefully vetted vendors, technology providers, and strategic partners that help members improve operational performance while reducing costs. Through exclusive pricing, educational resources, and preferred partnerships, FABG supports practices committed to delivering exceptional patient care and sustainable growth.

Traci Nevro

Patient Flow Communications

Zoe@patintflowcallcenter.com

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