



**Client Profile: Ellis Family Dentistry
Hopewell, VA**

Ellis Family Dentistry, experts in cosmetic, preventative, and restorative dentistry is a true family dental practice. For over 30 years, Hopewell residents have come to know and trust Dr. David Ellis and his son, Dr. Jonathan Ellis. The caring approach of their dedicated staff in concert with the modern technology of their newly finished office provides patients with a unique – rather enjoyable – dentistry experience.

Part of this experience is the initial phone call. Patients phone for appointments, treatment inquiries, and for a variety of other reasons. And, just like many dental practices, these patients are commonly placed on-hold. Instead of playing “simple music,” the Ellis family decided this was an opportunity to communicate directly to patients. As well, they can educate patients about the “Ellis difference,” including their newly built office, caring staff, continuing educational experience, and their available dental technologies – including CEREC, Invisalign, Digital X-Rays, and more. With the help of the marketing experts at Telephone On Hold, that’s precisely what happened.

“We were truly impressed with the quality and professionalism of Telephone On Hold,” says Annie Ellis of Ellis Family Dentistry. “From the first phone call through the final production, we received prompt attention and excellent customer service. We are extremely happy with our final product and also that it only took about a week from the first call to the completed message on hold. We would definitely recommend Telephone On Hold to friends and colleagues.”

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